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ABSTRACT

The University of Memphis (Tennessee) Libraries conducted a library user survey of undergraduate students in the fall of 1999. The survey was designed to evaluate the strengths and weaknesses of current library resources and services, to ascertain usage patterns and user satisfaction with resources and services, and to identify future needs of library users for planning. Questions focused on the resources, services, and staff of each department in the main library and in the branch libraries; the availability and ease of finding materials; access to electronic resources both from within the library and from off campus; library instruction courses; facilities and equipment; and demographics. Students were also asked to rank their future needs from a list provided. Seventy-six classes were randomly selected with a sample population of 1,404 students. A total of 1,085 surveys were completed, yielding a return rate of 77%. This report includes a discussion of the methodology, results, and recommendations. Appendices contain a list of classes surveyed, the questionnaire, statistical tables, and representative comments. (Author/MES)

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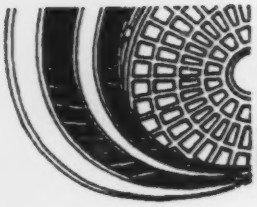

UNIVERSITY LIBRARIES

The University of Memphis

A Library User Survey: What Undergraduate Students Think of Services at The University of Memphis Libraries

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Acknowledgements

The Survey Committee thanks Annelle Huggins, Interim Director of Libraries, for direction and guidance; the Libraries faculty and staff for their support in administering the survey; and the teaching faculty who gave us class time to administer the survey and to students who participated. The Committee is also indebted to George Relyea, Manager, Academic Systems, for advising and consulting on all statistical matters, and for running the statistical analyses for the survey; Betsy Park, Head of Reference Department, for editorial advice and support; and Hyo Jung Ahn, Graduate Assistant, for her untiring efforts in coding, creating tables and charts and her general wizardry with Excel.

Abstract:

The University of Memphis Libraries conducted a library user survey of undergraduate students in the fall of 1999. The survey was designed to evaluate the strengths and weaknesses of current library resources and services, to ascertain usage patterns and user satisfaction with resources and services, and to identify future needs of library users for planning. Questions focused on the resources, services, and staff of each department in the main library and in the branch libraries; the availability and ease of finding materials; access of electronic resources both from within the library and from off campus; library instruction courses, facilities and equipment, and demographics. Students were also asked to rank their future needs from a list provided. Comments were actively solicited throughout the survey. Seventy-six classes were randomly selected with a sample population of 1404 students. A total of 1085 surveys were completed yielding a return rate of 77%. This report includes a discussion of the methodology, results, and recommendations. Appendices contain a list of classes surveyed, the questionnaire, statistical tables, and representative comments.

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Report
University of Memphis Libraries Undergraduate Student Survey
Fall 1999

Introduction and Methodology:

The University of Memphis Libraries' Survey Committee was appointed by the Associate Director of Libraries in March 1999. The Committee was formed in response to The University of Memphis Libraries' Strategic Plan: "Initiate and implement a survey to determine the needs and expectations of library users and report findings to the Libraries' Administrative Council for their use in future planning." The Libraries' Administrative Council believed that a general user survey would serve to inform the planning process because the Libraries had not conducted one in the recent past.

Purpose:

The primary purposes of the survey were to evaluate the strengths and weaknesses of current library services and to determine future needs. The Committee wanted to answer the questions:

1. What resources and services do students and faculty use?
2. What is the level of user satisfaction with these resources and services?
3. What are the future needs of our library users?

A secondary purpose of the survey was to inform users of services they might not know about by asking questions about those services.

Target Population:

Undergraduate students, graduate students, off-campus students, and faculty of The University of Memphis comprised the target population for the survey. The scope of the survey included questions concerning the McWherter Library (the main library on campus) and the five branch libraries (Chemistry, Earth Sciences, Mathematics, Music, and Audiology and Speech Pathology). Since the needs and usage patterns of the diverse groups identified to be surveyed are believed to be different, a separate survey instrument was considered appropriate for each group. The undergraduate student survey, which this report covers, was the first to be undertaken.

Although the survey of undergraduate students was conducted in fall of 1999, enrollment data for spring 1999 were used, as they were readily available from the *1999 Spring Enrollment Profile* published by The University of Memphis Office of Institutional Research. The total number of undergraduate students during spring 1999 was 13,992. Freshmen were excluded from the target audience. Since the survey was to be conducted

in the fall, the Committee felt that freshmen might not have used the library or be acquainted with its services and facilities in the short time they were at the University before the survey was conducted. Thus the population for the study comprised a total of 10,764 sophomores, juniors, and seniors. Sophomores made up about 25%, juniors about 25%, and seniors 50% of the total population. The colleges included were The College of Arts and Sciences, The Fogelman College of Business and Economics, The College of Communication and Fine Arts, The College of Education, The Herff College of Engineering, The Loewenberg School of Nursing, and The University College. Independent divisions such as Aerospace Studies, Military Science, Naval Science and Transitional Studies were excluded.

Sample:

Constraints of resources and staff precluded the Committee from adopting a very large sample. A sample size of 13% was considered adequate and manageable. This figure put the sample at 1400. The following table represents the number of surveys required at the three levels:

Table 1

Level	Percent of Sample	Number of Surveys
Sophomores (2000 Level)	25%	350
Juniors (3000 Level)	25%	350
Seniors (4000 Level)	50%	700

In order to make the sample representative, a sampling technique was devised which included credit hours produced by each college at the 2000, 3000, and 4000 levels as well as the enrollment numbers at these three levels. At each level, the total number of credit hours produced by a particular college was expressed as a percentage of the total number of credit hours produced at that level. This percentage was then used to determine the number of surveys that would be administered from the total number of surveys. For instance, it was determined that at the 2000 level, a total number of 350 surveys would need to be administered. The College of Arts and Sciences produced 41% of the total credit hours at that level. Expressed as a number, 41% of 350 is 144, which was the number of surveys to be administered to students from The College of Arts and Sciences taking 2000 level courses. Within each college, classes were chosen from the constituent departments depending on the number of credit hours produced by each department. Within each department, classes were randomly selected until the sample was reached. Independent study classes and seminars were not included in the sample because they did not meet regularly.

To ensure a good response rate, surveys were administered in each class. Using *The University of Memphis, Fall 1999 Schedule of Classes* the Survey Committee made up a list of 76 classes to be surveyed. (Appendix A is a list of classes surveyed.) Once the classes were identified, instructors were contacted with a memorandum signed by the Provost requesting permission to administer the survey during a class period of their choice. (Appendix B is copy of the memorandum.) Faculty and staff from the libraries helped in administering the survey in the classes between October and November 1999.

Questionnaire:

The questionnaire was developed by the Survey Committee and contained eleven questions. Areas covered included overall impression of the Libraries, resources and services, availability and ease of accessing materials, access to electronic resources via the Web page, library instruction, staff, facilities, future needs, and demographics. Questions concerning use of a service or resource consisted of two parts. In the first part students were asked to specify frequency of use while the second part focused on their level of satisfaction. A five point Likert scale was used to measure satisfaction.

Response Rates:

Tables 2, 3, and 4 below compare the number of surveys needed to reach the target sample at each level by department with the number of completed surveys actually returned. The last column presents the percentage of surveys returned in each case.

Table 2

2000 Level Courses					
College	Number of Credit Hours	% of Total Credit Hours	Number of Surveys Needed	Number of Surveys Returned	% of Returned from Needed
Arts and Sciences	14,072	41%	144	77	53%
Communication & Fine Arts	5,106	15%	49	41	84%
Education	3,597	10%	35	33	94%
Engineering	1,298	4%	14	12	86%
Business	9,698	28%	98	60	61%
Nursing	280	1%	4	65	1625%
University College	250	1%	4	15	375%
Total	*34,364	100%	348	303	87%

* This total reflects the total number of credit hours at the 2000 level including Independent Divisions not shown here because they were excluded from the survey.

Table 3

3000 Level Courses					
College	Number of Credit Hours	% of Total Credit Hours	Number of Surveys Needed	Number of Surveys Returned	% of Returned from Needed
Arts and Sciences	15,418	40%	140	87	62%
Communication & Fine Arts	3,449	9%	32	54	169%
Education	4,469	12%	42	35	83%
Engineering	1,928	5%	18	22	122%
Business	10,470	27%	95	68	72%
Nursing	1,771	5%	18	19	106%
University College	1,251	3%	11	22	200%
Total	*38,840	101%	356	307	86%

*This total reflects the total number of credit hours at the 3000 level including Independent Divisions not shown here because they were excluded from the survey.

Table 4

4000 Level Courses					
College	Number of Credit Hours	% of Total Credit Hours	Number of Surveys Needed	Number of Surveys Returned	% of Returned from Needed
Arts and Sciences	6,635	27%	189	136	72%
Communication & Fine Arts	3,859	16%	112	65	58%
Education	5,159	21%	147	76	52%
Engineering	2,137	9%	63	44	70%
Business	5,013	21%	147	89	61%
Nursing	970	4%	28	32	114%
University College	393	2%	14	7	50%
Total	*24,213	100%	700	449	64%

* This total reflects the total number of credit hours at the 4000 level including Independent divisions not shown here because they were excluded from the survey.

Actual returns at the three levels are displayed in the following table:

Table 5

Returned Survey Totals All Levels					
Level	Number of Credit Hours	% of Total Credit Hours	Number of Surveys Needed	Number of Surveys Returned	% of returned from needed
2000 level	34,364	35%	348	303	87%
3000 level	38,840	40%	356	307	86%
4000 level	24,213	25%	700	449	64%
Level Unknown	0	0%	0	26	
Total	97,417	100%	1404	1085	77%

A total of 1404 surveys were planned with 1085 completed. A return rate of 77% was achieved. One reason for this lower than anticipated response rate may be that a number of classes did not have full attendance by students on the day the survey was administered. Moreover, some students had dropped courses and this resulted in fewer returns.

Table 6 compares the percentage of surveys targeted from each college with the percentage returned. As can be seen, a lower percentage of surveys were actually recovered than targeted in most cases. As mentioned earlier, both absent students and students dropping courses may have caused this to occur. In addition, even though a specific number of classes at the three different levels were targeted with a specific number of students enrolled in each class, freshman may take an upper level course and juniors or seniors may take a lower level course. Therefore, it may be entirely possible that a 3000 level course may have more seniors enrolled than juniors. This could alter the estimated numbers of juniors that were assumed to be in that class. Moreover, in some cases, class sizes were large, resulting in a greater number of students answering the survey than required. Furthermore, 12% of students either did not report their major or specified an unidentifiable major, which contributed to under reporting this information. Had all students specified their majors, reported returns may have been

higher. Higher returns specified for The Loewenberg School of Nursing and The Herff College of Engineering were the combined result of over-sampling on the part of the Survey Committee as well as an increase in the number of students enrolled in the target classes.

Table 6

Returned Survey Totals By College			
College	% of Sample Needed (n=1404)	% of Sample Returned (n=1085)	% Difference of Returned from Needed
Arts and Sciences	34%	19%	-15%
Communication & Fine Arts	14%	13%	-1%
Education	16%	13%	-3%
Engineering	7%	9%	2%
Business	24%	21%	-3%
Nursing	3%	11%	8%
University College	2%	2%	
Unknown		12%	
Total	100%	100%	

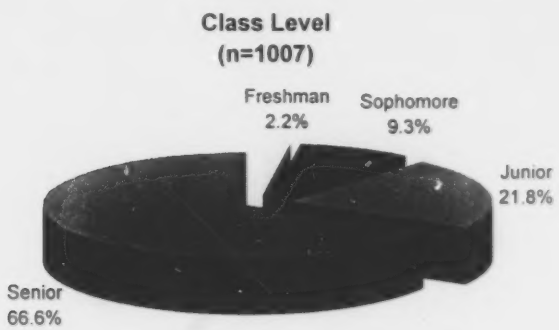
Results:

Unless otherwise specified, results reported are based on valid percentages derived from the numbers of undergraduates responding to each question. (The number of responses [n] varies; see tables for details.) A majority of results reported are for the McWherter Library because it is the main library on campus. The branch libraries (Chemistry, Earth Sciences, Mathematics, Music, and Audiology and Speech Pathology), due to their specialized nature, are used by only a small number of undergraduates, and responses for these libraries were often very low. Therefore, results for the branches are selectively reported.

Characterization of Actual Population Surveyed:

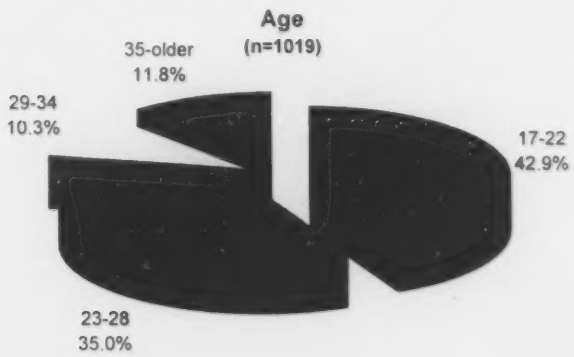
Characterizing the completed survey pool presents an interesting picture. Of the 1007 students who responded to the question, 2% were freshmen, 9% sophomores, 22% juniors and 67% seniors. This shows that although freshmen were not targeted at all, a small percentage was represented in the sample. A mere 9% of sophomores were represented although 25% were targeted, and only 22% of juniors were represented even though 25% were targeted. Seniors comprised the largest reporting group and were over represented by about 17%, with an intended sample size of 50%.

Figure 1



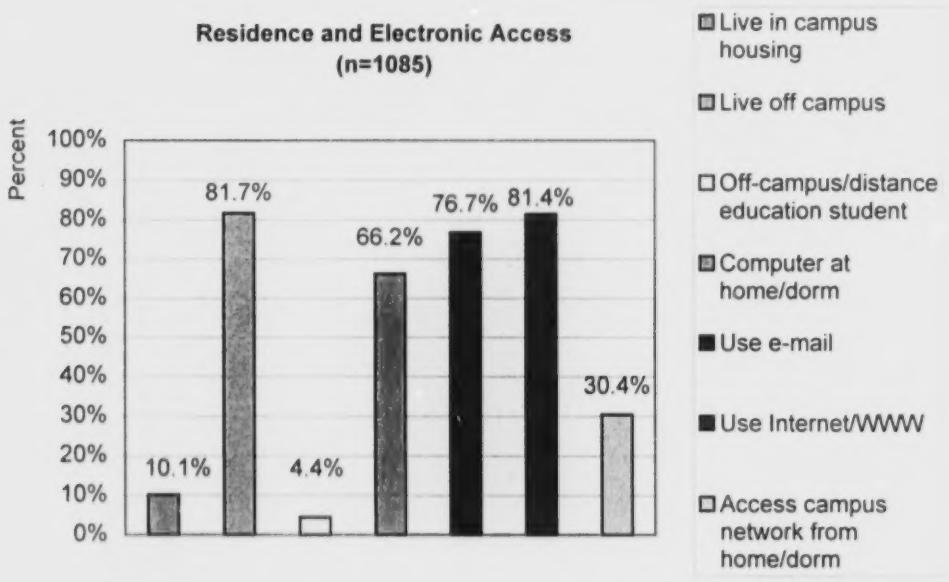
With the numbers of adult students increasing in universities all over the country, the committee was interested in finding out the age groups represented among undergraduate students. Of the 1019 respondents 42.9% belonged to the 17-22 year age group, 35% belonged to the 23-28 year age group, 10.3% represented the 29-34 year age group, and 11.8% were 35 years or older.

Figure 2



As The University of Memphis is an urban commuter university, it is not surprising that a mere 10% of undergraduate students live in campus housing while 81.7% live off campus and commute to the University. Although surveys were administered to students in classes on campus, 4.4% of the students reported that they were also distance education students. This substantiates the Committee's belief that some distance education students do attend classes on campus. In this electronic age, 66.2% of students reported possessing a computer at home or in their dormitories. It is not surprising that 81.4% of undergraduates use the Internet and 76.7% use email. On the other hand, it is striking that only 30.4% of students reported accessing the campus computer network from home or from their dormitories. Since at the time the survey was conducted, the only method of accessing Libraries' databases from off campus was to dial in through the modem pool, this data suggests limited use of the electronic resources from outside the Libraries. In effect, less than half the numbers of students who have access to a personal computer dial into the University network.

Figure 3



To gain further insight into the general competencies of undergraduates, they were asked to specify whether they had used a library prior to enrolling at the University. Of the 1085 respondents to the entire survey, 940 or 86.6% had used the public library, 675 or 62.2% had used a school library and 464 or 42.8% had used a library while attending community college. (See Figure 4.) This shows that a majority of undergraduates had

some previous experience in using libraries. Armed with this familiarity, it may be inferred that they may be more likely to use University Libraries services. It may also be possible that students may demand more of their University Libraries because they may have some previous knowledge of a certain level of services that they may expect from a competent library system.

Figure 4

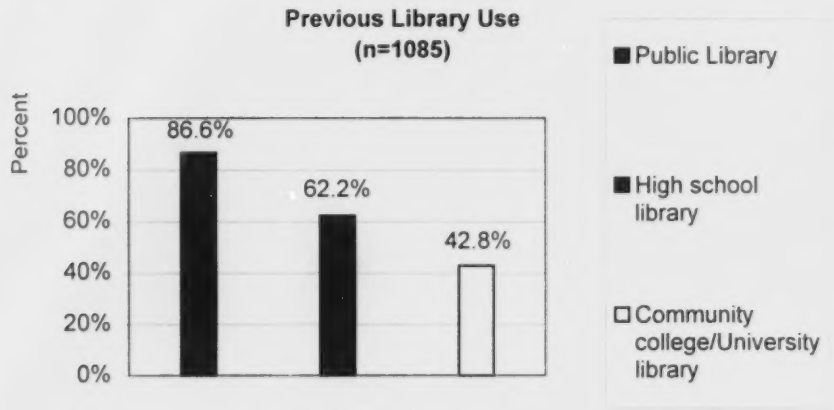
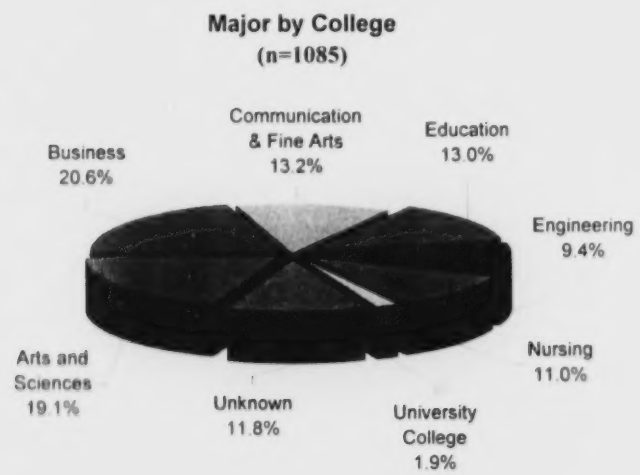


Figure 5 shows majors by college of all students responding to the survey.

Figure 5



Overall Impression:

Of the 1075 students reporting, 94.7% use the McWherter Library, the main library for The University of Memphis Libraries system. Of those who use McWherter, 38.6% use the library at least once a week, 30.8 % use the library once a month, and 25.3% use the library once a semester. It may be worth noting that 5.3% of students do not use McWherter Library. For the branch libraries, the highest use is once a semester, then once a week, followed by once a month. The usage pattern for the Chemistry library varies somewhat from the other branches in that almost equal numbers of students use the library once a semester and once a week.

Table 7

Overall Frequency of Use									
	At Least once a Week		Once a Month		Once a Semester		Never		Total Respondents
	# of Respondents	Percent	# of Respondents	Percent	# of Respondents	Percent	# of Respondents	Percent	
McWherter (Main) Library	415	38.6%	331	30.8%	272	25.3%	57	5.3%	1075
Chemistry Library	30	3.6%	13	1.5%	31	3.7%	770	91.2%	844
Earth Sciences Library	4	0.5%	3	0.4%	14	1.7%	810	97.5%	831
Mathematics Library	16	1.9%	15	1.8%	31	3.7%	779	92.6%	841
Music Library	29	3.4%	20	2.4%	47	5.6%	746	88.6%	842
Audiology and Speech Pathology Library	4	0.5%	2	0.2%	7	0.8%	817	98.4%	830

Overall Satisfaction:

Overall, the satisfaction rating for all libraries was good to very good. Satisfaction with the McWherter Library was high with 95.9% of the respondents reporting average to high satisfaction. The branch libraries, Chemistry, Music and Earth Sciences all had average to high satisfaction rates of between 90% and 93.3%. The Mathematics and the Audiology and Speech Pathology libraries had an 88% satisfaction rate. It is significant to note that the percentage of students who rated library satisfaction as poor or very poor is small, the largest being 12% for the Audiology and Speech Pathology Library. For a more detailed analysis see Table 8.

Table 8

Overall Satisfaction							
	Good		Average		Poor		Total Respondents
	# of Respondents	Percent	# of Respondents	Percent	# of Respondents	Percent	
McWherter(Main) Library	736	74.1%	216	21.8%	41	4.1%	993
Chemistry Library	60	59.4%	32	31.7%	9	8.9%	101
Earth Sciences Library	21	38.9%	28	51.9%	5	9.3%	54
Mathematics Library	39	44.8%	38	43.7%	10	11.5%	87
Music Library	74	62.2%	37	31.1%	8	6.7%	119
Audiology and Speech Pathology Library	18	36.0%	26	52.0%	6	12.0%	50

Note: For ease of reporting, figures for the categories of "good," "very good" and "poor," "very poor" have been combined.

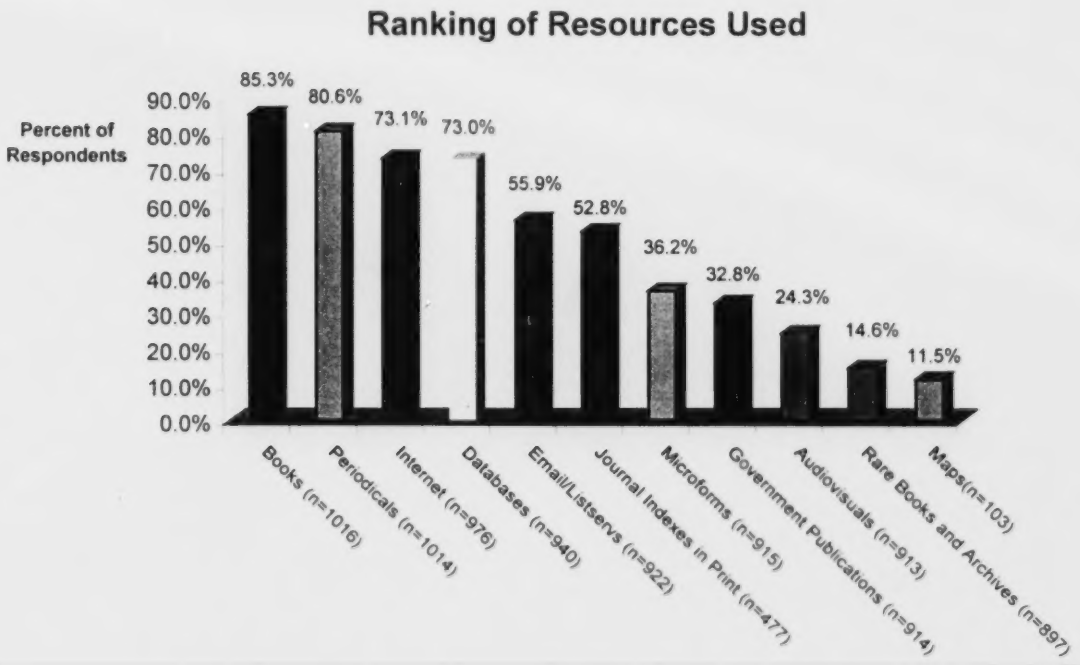
Comments regarding overall impression of the McWherter Library supported the statistical data. Eighty-five comments conveyed that students find the library wonderful, useful, well organized, a good environment, and, in general, excellent.

Resources:

As illustrated in Figure 6 below, books were used by most of the students (85.3%). Periodicals had the next highest use (80.6%). The Internet (73.1%) and electronic databases (73%) followed each other closely in use and were the next most widely used

resources. On the other hand, it is surprising to note that in this electronic age 44.1% of students responding do not use email and 26.9% do not use the Internet. Although print resources are still more widely used than electronic resources by undergraduate students, electronic databases are used more (73%) than the print journal indexes (52.8%). Microforms exhibited low use (36.2%). This may not be unexpected because students prefer full-text articles online that they can easily read, print, or email; or articles in print format. They avoid the complexities of retrieving and reading microforms as well as the extra expense of printing. It is not remarkable that government publications were used by a lesser number of students (32.8%) because of the specialized nature of the resources and students' unfamiliarity with them. It is not unusual that a lower percentage of undergraduates use rare books and archives (14.6%), and maps (11.5%) because these resources may be typically more suited for graduate and research students.

Figure 6



There is a similarity between the frequency of use of books and periodicals by undergraduate students. Of the 1016 respondents for books and the 1014 respondents for periodicals, 177 use books and 183 use periodicals at least once a week. There is some difference, however, between those who report using books and periodicals once a month. Slightly more students (309) use books once a month than periodicals (268). Books are used once a semester by 381 students reporting and periodicals by 366

students. More students reported never using periodicals (197) than reported never using books (149).

Table 9

Resources-Frequency of Use									
	At least once a Week		Once a month		Once a semester		Never		Total Respondents
	# of Respondents	Percent	# of Respondents	Percent	# of Respondents	Percent	# of Respondents	Percent	
Books	177	17.4%	309	30.4%	381	37.5%	149	14.7%	1016
Journals, Periodicals and Newspapers	183	18.0%	268	26.4%	366	36.1%	197	19.4%	1014
Journals indexes (print format)	97	10.7%	149	16.5%	231	25.6%	427	47.2%	904
Electronic Databases	235	25.0%	228	24.3%	223	23.7%	254	27.0%	940
Internet / World Wide Web	485	49.7%	125	12.8%	103	10.6%	263	26.9%	976
Email / Listserv	381	41.3%	70	7.6%	64	6.9%	407	44.1%	922
Microforms	21	2.3%	73	8.0%	237	25.9%	584	63.8%	915
Government Publications	34	3.7%	66	7.2%	200	21.9%	614	67.2%	914
Audiovisuals (Records, CDs, Videotapes,etc.)	42	4.6%	54	5.9%	126	13.8%	691	75.7%	913
Maps	8	0.9%	22	2.5%	73	8.1%	794	88.5%	897
Rare Books and Archives	21	2.3%	21	2.3%	89	9.9%	766	85.4%	897

It may be of interest to note the pattern of use of the majority of library resources. Most students use resources once a semester, followed by once a month, and then at least once a week. However, with the use of email, the Internet, and electronic databases, usage patterns are reversed. Greater percentages of students use these resources at least once a week, then use drops to once a month with the least percentage of students using these resources once a semester. Perhaps this usage may be attributed to the difference in medium. The electronic medium has a faster response time and is able to satisfy the user more quickly (especially a full-text database) than the print medium. In many cases the electronic databases and the Internet are easier (or present the illusion of being easier) to use. Thus, this vehicle, when discovered, may be used more often than print resources.

Satisfaction with Resources:

Students' satisfaction with books was high with 93.6% of the 855 respondents reporting average to high satisfaction. Only 6.4% rated books poor. The case with periodicals is the same with 95.3% of the 789 students rating periodical resources average to very good, and 4.7% rating periodicals poor. The rating of other library resources mirrors this pattern of high satisfaction. For a more detailed analysis see Table 10.

Table 10

Resources-Satisfaction							
	Good		Average		Poor		Total Respondents
	# of Respondents	Percent	# of Respondents	Percent	# of Respondents	Percent	
Books	585	68.4%	215	25.1%	55	6.4%	855
Journals, Periodicals and Newspapers	549	69.6%	203	25.7%	37	4.7%	789
Journals indexes (print format)	324	63.7%	158	31.0%	27	5.3%	509
Electronic Databases	495	73.6%	157	23.3%	21	3.1%	673
Internet / World Wide Web	574	84.3%	98	14.4%	9	1.3%	681
Email / Listserv	411	79.0%	92	17.7%	17	3.3%	520
Microforms	216	59.8%	125	34.6%	20	5.5%	361
Government Publications	211	64.9%	103	31.7%	11	3.4%	325
Audiovisuals (Records, CDs, Videotapes, etc.)	158	61.5%	92	35.8%	7	2.7%	257
Maps	95	56.2%	70	41.4%	4	2.4%	169
Rare Books and Archives	106	55.5%	76	39.8%	9	4.7%	191

Note: For ease of reporting, figures for the categories of "good," "very good" and "poor," "very poor" have been combined.

Although students reported high satisfaction with resources, comments reflect some areas of concern that are worth noting. One hundred and one students commented that books are dated, and that more current books and titles in specific subject areas are needed. This view is supported by the experiences of public service staff that help students with their requests for current books. Seventy-nine comments addressed the need for more journals in general as well as in particular subject areas. Twenty-nine comments stated

that resources were insufficient, dated, and in general need of improvement, while twenty-two said resources were good and adequate.

In general, comments regarding electronic resources were mixed. Thirty-five comments indicated that the databases were good, useful, and easy to access. However, thirteen comments conveyed that students did not know how to use the databases; eleven said the databases were confusing, and an additional eleven said that the databases had poor searching capability and were difficult to use. Further, thirteen comments expressed that the online catalog was confusing, hard to use, and hard to find on the screen. Twenty-five comments indicated that books listed in the online catalog could not be located on the shelf, and twelve comments addressed the need for updating the catalog and eliminating the lost/missing book records.

Availability and Ease of Finding Materials:

Student responses indicated they are satisfied with the availability (90.9% rate average to very good) and ease of finding materials (87.2% rate average to very good). For a more detailed analysis see Tables 11 and 12.

Table 11

Availability of Materials								
		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	# of Respondents	Percent of All Respondents
McWherter (Main Library)	# of Respondents	224	392	243	73	13	945	95.6%
	Percent	23.7%	41.5%	25.7%	7.7%	1.4%		
Chemistry Library	# of Respondents	3	13	2	0	0	18	1.8%
	Percent	16.7%	72.2%	11.1%	0.0%	0.0%		
Earth Science Library	# of Respondents	0	0	1	0	0	1	0.1%
	Percent	0.0%	0.0%	100.0%	0.0%	0.0%		
Mathematics Library	# of Respondents	0	0	3	0	0	3	0.3%
	Percent	0.0%	0.0%	100.0%	0.0%	0.0%		
Music Library	# of Respondents	5	12	3	2	0	22	2.2%
	Percent	22.7%	54.5%	13.6%	9.1%	0.0%		
Total							989	100.0%

Note: No responses were received for the Audiology and Speech Pathology Library.

Table 12

Ease of Finding Materials								
		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	# of Respondents	Percent of All Respondents
McWherter Library	# of Respondents	180	336	289	92	27	924	95.7%
	Percent	19.5%	36.4%	31.3%	10.0%	2.9%		
Chemistry Library	# of Respondents	1	9	6	1	0	17	1.8%
	Percent	5.9%	52.9%	35.3%	5.9%	0.0%		
Earth Science Library	# of Respondents	0	0	0	1	0	1	0.1%
	Percent	0.0%	0.0%	0.0%	100.0%	0.0%		
Mathematics Library	# of Respondents	0	0	2	0	0	2	0.2%
	Percent	0.0%	0.0%	100.0%	0.0%	0.0%		
Music Library	# of Respondents	8	5	8	0	1	22	2.3%
	Percent	36.4%	22.7%	36.4%	0.0%	4.5%		
Total							966	100.0%

Note: No responses were received for the Audiology and Speech Pathology Library.

On the other hand, although student responses indicated a high level of satisfaction, the comments reflect that students have problems in these two areas. Thirty-seven cited difficulty in locating books in the stacks and in understanding the Library of Congress classification system. Forty-two comments stated that books located in the catalog were missing from the shelves or misshelved, twenty-eight stated that journals were hard to find or not where they were supposed to be. An additional eighty-six comments indicated students were unable to find materials needed and that resources needed better organization. Conversely, thirty-five students commented that the library was well organized and expressed ease in finding materials.

Access to Electronic Resources:

Statistics show that in-library use of the online catalog (tomCAT), electronic databases, the Government Publications site, and the Instruction site is higher than off-site usage. (See Table 13) For both inside and outside use, most students use the online catalog, followed by electronic databases, the Libraries' Government Publications site and the Libraries' Instruction site.

Table 13

Access to Electronic Resources				
	From Within Library		From Outside Library	
	# of Respondents	Percent	# of Respondents	Percent
Online Catalog (tomCAT)	744	73.7% (n=1010)	407	42.4% (n=959)
Electronic Databases	651	67% (n=972)	367	38.9% (n=944)
Libraries' Government Publications Site	259	27.4% (n=944)	115	12.4% (n=926)
Libraries' Instruction Site	184	19.8% (n=931)	109	11.8% (n=924)

The pattern of use for the catalog and electronic databases from within the library for most students is once a semester, then once a month, and then at least once a week. However, the pattern of use for these two resources from outside the library differs. Remote use of the online library catalog is highest once a month followed by once a semester, and then by at least once a week. Electronic databases are used at least once a week or more, followed by once a semester, and last by once a month.

Satisfaction with Electronic Resources:

Students are more satisfied with access to resources from within the library than they are from outside the library. Satisfaction with access from both within and outside the library is high with 95.6% of 720 reporting average to very high satisfaction with access to the catalog and 96.4% of 632 reporting average to very high satisfaction with access to the electronic databases from within the library. From outside the library 93.7% of 429 report average to very high satisfaction with access to the catalog and 93.8% of 385 report average to very high satisfaction with access to electronic databases. For a more detailed analysis see Table 14.

Table 14

Access to Electronic Resources-Satisfaction								
		Good		Average		Poor		Total Respondents
		# of Respondents	Percent	# of Respondents	Percent	# of Respondents	Percent	
Libraries' catalog	From within library	526	73.1%	162	22.5%	32	4.4%	720
	From outside library/off campus	288	67.1%	114	26.6%	27	6.3%	429
Libraries' electronic databases	From within library	468	74.1%	141	22.3%	23	3.6%	632
	From outside library/off campus	275	71.4%	86	22.3%	24	6.2%	385
Libraries' Government Publications Site	From within library	190	66.4%	84	29.4%	12	4.2%	286
	From outside library/off campus	96	56.8%	62	36.7%	11	6.5%	169
Libraries' Instruction Site	From within library	138	61.6%	71	31.7%	15	6.7%	224
	From outside library/off campus	91	54.2%	62	36.9%	15	8.9%	168

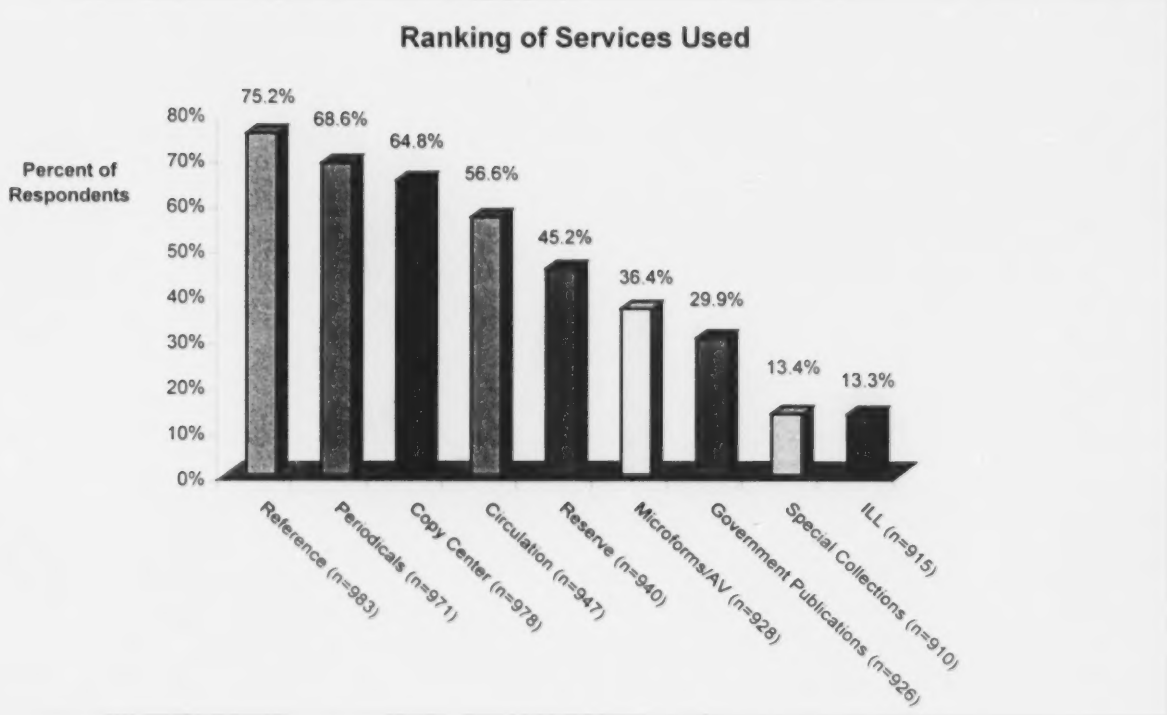
Note: For ease of reporting, figures for the categories of "good," "very good" and "poor," "very poor" have been combined.

Thirty-six comments reflected that off-campus access to electronic resources is difficult. They cited several problems: they cannot access the University computer network when they dial in; the response to searching is slow once a connection is made; and they cannot successfully access some databases and electronic journals. Configuring home computers to dial into the library network is complicated and students desire better instructions for connecting from home. Six comments addressed problems with the Telnet-based online catalog and mention the need for a Web-based catalog since it would be easier to access from off-campus.

Services:

The library services used most are Reference (75.2%), Periodicals (68.6%), Copy Services (64.8%), and Circulation (56.6%), in that order. There appears to be a drop in numbers of users of Reserve Services (45.2%), Microforms/AV (36.4%), Government Publications (29.9%), Special Collections (13.4%), and Interlibrary Loan (13.3%).

Figure 7



Most service points are used once a semester followed by once a month, with the lowest percentage of students reporting weekly use. The exception is Copy Services, which were used by most students once a month, followed by once a semester, and then by at least once a week. It is important to note the numbers of students who have never used library services such as Reference (24.8%), or Periodicals (43.4%) or Circulation (43.3%), especially since slightly over half the returned sample represented senior students. At this point it may be appropriate to ask whether students do not need to use the library for their research or whether they are getting their research needs met at other libraries. Fifty-nine percent of all 1085 undergraduate students responding to the survey

report also using the Memphis/Shelby County Public Library and Information Center (the local public library system). Some comments reflect that students prefer using the public library system because it is easier and more convenient to use.

Table 15

Services-Frequency of Use									
	At Least Once a Week		Once a Month		Once a Semester		Never		Total Respondents
	# of Respondents	Percent	# of Respondents	Percent	# of Respondents	Percent	# of Respondents	Percent	
Reference	132	13.4%	256	26.0%	351	35.7%	244	24.8%	983
Circulation	85	9.0%	168	17.7%	283	29.9%	411	43.4%	947
Periodicals	111	11.4%	212	21.8%	343	35.3%	305	31.4%	971
Government Publications	33	3.6%	57	6.2%	187	20.2%	649	70.1%	926
Microforms and Audiovisuals	19	2.0%	80	8.6%	239	25.8%	590	63.6%	928
Special Collections	10	1.1%	31	3.4%	81	8.9%	788	86.6%	910
Interlibrary Loan	11	1.2%	38	4.2%	73	8.0%	793	86.7%	915
Reserve Room	79	8.4%	145	15.4%	201	21.4%	515	54.8%	940
Copy Center	186	19.0%	228	23.3%	220	22.5%	344	35.2%	978

Satisfaction with Services:

Satisfaction with most services ranked high with students giving an average to very good rating of 86.3%-98.7%. The percentage of students who rated any service poor was very low. In sheer numbers of students responding average to very good, satisfaction was highest with Reference services (685), Periodicals services (611), Copy services (522), Circulation services (503), Reserve services (423), Microforms (334), Government Publications (302), Special Collections (165), and Interlibrary Loan (165) in that order. This pattern of satisfaction reflects the frequency of use of services reported above. For a more detailed analysis see Table 16.

Table 16

Services-Satisfaction							
	Good		Average		Poor		Total Respondents
	# of Respondents	Percent	# of Respondents	Percent	# of Respondents	Percent	
Reference	511	72.5%	174	24.7%	20	2.8%	705
Circulation	358	68.8%	145	27.9%	17	3.3%	520
Periodicals	430	67.8%	181	28.5%	23	3.6%	634
Government Publications	201	65.7%	101	33.0%	4	1.3%	306
Microforms and Audiovisuals	221	63.0%	113	32.2%	17	4.8%	351
Special Collections	96	56.5%	69	40.6%	5	2.9%	170
Interlibrary Loan	99	55.9%	66	37.3%	12	6.8%	177
Reserve Room	323	73.4%	100	22.7%	17	3.9%	440
Copy Center	364	60.2%	158	26.1%	83	13.7%	605

Note: For ease of reporting, figures for the categories of "good," "very good" and "poor," "very poor" have been combined.

Thirty-three comments further indicated that students are pleased with services offered. Only one respondent felt that overall services were poor. Seven expressed a need for improvement in Reserve services and three comments stated dissatisfaction with Copy services. Other comments explicitly state problems with copiers and copy services. Forty-six comments indicated copiers are in constant need of repair, twenty-one reflected the need for more copiers, twelve communicated that change machines for copiers are inadequate, twenty-four considered that copies are too expensive, and eleven declared that copies need to be free.

Library Instruction:

Of the 1067 students who responded to the question about library instruction, 48.2% reported having attended a library instruction class. Of the 541 students who answered the question about classes attended, 82.6% had received library instruction in a lower

level course while 17.4% received library instruction in an upper level course. Of the 674 students responding to whether students would like to attend a library instruction class, 41.2% expressed an interest in one. This low level of interest in library instruction may be attributed to the fact that seniors made up a major section of the reporting student population. Since they would be graduating soon, they had no desire to attend an instruction class. Of the students who expressed an interest in attending a class, the majority preferred that it be held at the McWherter Library.

Table 17

Students Who Have Attended Instruction Classes		
	# of Respondents	Percent
Yes	457	42.8%
No	610	57.2%
Total	1067	100.0%

Table 18

Classes Attended			
	# of Respondents	Percent	Cum. Percent
ACAD 1100	113	20.9%	20.9%
English 1102	282	52.1%	73.0%
Lower level course	52	9.6%	82.6%
Upper level course	94	17.4%	100.0%
Total	541	100.0%	

Table 19

Students Who Would Like to Attend an Instruction Class		
	# of Respondents	Percent
Yes	278	41.2%
No	396	58.8%
Total	674	100.0%

Table 20

Preferred Site for Instruction Classes		
	# of Respondents	Percent
McWherter Library	310	89.6%
Carrier Center, Collierville	12	3.5%
Jackson State Community College	2	0.6%
Dyersburg State Community College	7	2.0%
Millington Naval Station	11	3.2%
Other	4	1.2%
Total	346	100.0%

Few comments addressed the need for instruction; however, thirteen comments indicated the desire for more written instructional handouts.

Staff:

Overall, students were satisfied with the assistance from Libraries staff. Staff was found to be approachable, courteous, helpful, and knowledgeable. Reference, Periodicals, and Circulation services received a high number of responses for this question, reflecting the high use of these departments reported earlier.

Table 21

Staff-McWherter Library									
	Approachable		Courteous		Helpful		Knowledgeable		Total Responses
	# of Responses	Percent	# of Responses	Percent	# of Responses	Percent	# of Responses	Percent	
Reference Desk	483	25.2%	471	24.6%	545	28.4%	418	21.8%	1917
Circulation Desk	386	27.8%	366	26.4%	385	27.8%	250	18.0%	1387
Periodicals Desk	364	25.6%	344	24.2%	427	30.0%	287	20.2%	1422
Government Publication Desk	199	26.8%	169	22.7%	214	28.8%	161	21.7%	743
Microforms and Audiovisuals Desk	236	26.3%	286	31.8%	229	25.5%	147	16.4%	898
Special Collections Desk	117	31.5%	81	21.8%	111	29.8%	63	16.9%	372
Interlibrary Loan Office	130	34.0%	86	22.5%	101	26.4%	65	17.0%	382
Reserve Room Desk	287	30.3%	232	24.5%	272	28.7%	156	16.5%	947
Copy Center	322	32.3%	225	22.5%	287	28.8%	164	16.4%	998

Note: Total number of responses for each department or branch may exceed the total number of respondents (1,085) since more than one attribute could be checked.

Table 22

Staff-Branches									
	Approachable		Courteous		Helpful		Knowledgeable		Total Responses
	# of Responses	Percent	# of Responses	Percent	# of Responses	Percent	# of Responses	Percent	
Chemistry	67	34.0%	46	23.4%	50	25.4%	34	17.3%	197
Earth Sciences	43	38.1%	22	19.5%	31	27.4%	17	15.0%	113
Mathematics	49	33.1%	36	24.3%	42	28.4%	21	14.2%	148
Music	83	28.8%	66	22.9%	74	25.7%	65	22.6%	288
Audiology and Speech Pathology	42	42.4%	18	18.2%	26	26.3%	13	13.1%	99

Comments from eighty-three respondents said that in general library staff was helpful and friendly. Fifty-seven stated that staff was not friendly or helpful. Seventeen indicated that the libraries needed more staff.

Facilities:

For the McWherter Library, students responded favorably to operating hours, cleanliness, temperature, lighting, safety, signage, computer workstations, microform readers, and VCRs with average to high satisfaction ranging from 92.2% to 99.7%. For a more detailed analysis see Table 23.

Table 23

Facilities-McWherter					
		Good	Average	Poor	Total Respondents
Operating Hours	# of Respondents	707	154	56	917
	Percent	77.1%	16.8%	6.1%	
Cleanliness and Maintenance	# of Respondents	877	40	3	920
	Percent	95.3%	4.3%	0.3%	
Temperature	# of Respondents	771	120	24	915
	Percent	84.3%	13.1%	2.6%	
Lighting	# of Respondents	801	94	19	914
	Percent	87.6%	10.3%	2.1%	
Safety	# of Respondents	752	123	33	908
	Percent	82.8%	13.5%	3.6%	
Signage	# of Respondents	639	148	21	808
	Percent	79.1%	18.3%	2.6%	
Computer Workstations (excluding those from TIGERLAN Lab)	# of Respondents	615	166	46	827
	Percent	74.4%	20.1%	5.6%	
Microform Readers	# of Respondents	338	142	32	512
	Percent	66.0%	27.7%	6.3%	
VCRs	# of Respondents	252	114	31	397
	Percent	63.5%	28.7%	7.8%	

Comments for this area were largely consistent with statistical results. Forty-three comments conveyed that the McWherter Library was a clean, attractive facility with good study areas and good handicapped access. Twenty-six students felt that the temperature in the building was too cold and four too hot. Eight commented on the need for brighter lighting. A total of one hundred and nineteen comments addressed longer hours of operation for the McWherter library. Of these, thirty-three called for longer hours in general, thirty-two desired the library to be open twenty-four hours a day, and two wanted the libraries to be open twenty-four hours during exams. Twenty-one comments called for longer weekend hours and midnight closing with fifteen comments requesting longer hours at night. Seven comments stated the need for the library to be open earlier in the mornings and three comments addressed the need for longer hours during semester breaks. In vivid contrast only two comments stated that library hours were adequate.

With regard to computers and technology, thirty-five respondents stated the need for more computers. Nine desired more user-friendly systems and felt that the computers were confusing. Eight complained of excessive down time and ten respondents stated that overall the computer system was good.

Twenty-two comments expressed concern about the lack of parking facilities closer to the McWherter Library. Five comments focused on the lack of adequate lighting in the parking lots, especially the lots behind the McWherter Library, and across campus in general. Absence of security in and around the library, especially at night, was mentioned in five comments. In addition, four comments explicitly voiced concern about personal safety because of the lack of security personnel, lack of adequate lighting, and lack of parking nearer the library.

Future Needs:

Students were asked to rank from a list of twelve, the five resources and services that were most important to them in meeting their future information needs. Some students ranked the items as requested, others checked five choices, and others rated all choices

from 1-5. Since students interpreted the question in different ways it could not be analyzed as intended. Therefore, a frequency count of the number of times each item was checked, ranked, or rated yielded the following ranking of future needs.

Table 24

Future Needs (n = 1,085)			
Rank	**Needs**	**# of Responses**	**Percent**
1	More current books	637	58.7%
2	More online full-text journal articles	616	56.8%
3	More online databases and indexes	511	47.1%
4	Longer library hours on the weekends	503	46.4%
5	More Journal titles	490	45.2%
6	More online full-text reserves	386	35.6%
7	Longer library hours on the weekdays	384	35.4%
8	More online instructions for the use of databases and library resources	321	29.6%
9	Increased availability of resources not owned by the U of M Libraries	291	26.8%
10	More print instructions for the use of resources within the library	270	24.9%
11	More instructions/workshops in how to use library resources	215	19.8%
12	More in-depth reference consultation by appointment	147	13.5%
13	Other	40	3.7%

Respondents indicated that their top five needs were more current books (58.7%), more online full-text journal articles (56.8%), more online databases and indexes (47.1%), longer library hours on weekends (46.4%), and more journal titles (45.2%). Next, students indicated as most important more online full text reserves (35.6%) and longer library hours on weekdays (35.4%). It is interesting to note that online instructions and print instructions for the use of databases and library resources were considered more important by a greater number of people than more in-depth reference consultation by appointment. A plausible explanation for this may be that undergraduate students are not required to do research that may entail in-depth consultation with a reference librarian.

Recommendations for Improvement of Services:

The survey questionnaire provided ample space for comments from students. These comments were analyzed to identify themes, assign categories, and quantify recurring frequencies. The following recommendations are derived from either categories having a frequency of fifteen or more comments, or from students' ranking of future needs.

Resources:

- More current books
- More journal titles
- More online full-text journal articles
- More online databases and indexes (including full-text databases)
- More online full-text reserves
- Increased access to resources not owned by The University of Memphis Libraries

Availability:

- More help locating materials
- Improved shelving of materials
- More print instructions for the use of resources within the library
- More online instructions for the use of databases and library resources

Electronic Access to Libraries' Resources:

- Improved technological access to electronic resources including additional ports for access, faster speed and response, better instructions for configuring computers off-campus to dial into University computer network
- Easier method for accessing electronic library resources from off campus
- Improved catalog accuracy and Web-based library catalog

Staff:

- More staff
- More training for staff: customer service, knowledge of resources

Facilities:

- Have longer hours on weekends
- Have longer hours on weekdays
- Keep library open twenty-four hours
- Keep library open longer during exams
- Regulate temperature--too cold
- Better signage within the library
- More computers
- More microform readers/printers and VCRs
- More and improved copiers and less expensive copies
- Need change machines that dispense appropriate currency for copy machines
- Parking-need closer; need more lighting

Conclusions:

The survey findings provided data to the Libraries and University administrators on usage patterns and satisfaction with resources and services that can be used for improving the library. The survey also provided students an opportunity to participate in planning by contributing their ideas and concerns regarding their information needs. Moreover, the survey achieved a secondary purpose of informing students about unknown resources and services. Forty-five students reported that they learned about a service or branch library. The data reveal a uniformly high level of satisfaction with resources and services. However, students' comments identified areas for improvement of services that warrant serious consideration. The Libraries plan to survey other user groups such as off-campus students, graduate students, and faculty, in the future.

Appendix A
List of Classes Surveyed

The University of Memphis Undergraduate Survey, Fall 1999

List of Classes Surveyed

	CLASSES	COURSE	ID #	COLLEGE
1	Literary Heritage	ENGL	2201	COLLEGE OF ART & SCIENCES
2	Intermediate Spanish	SPAN	2202	COLLEGE OF ART & SCIENCES
3	Comparative Politics	POLS	2301	COLLEGE OF ART & SCIENCES
4	Calculus III	MATH	2322	COLLEGE OF ART & SCIENCES
5	Sci/Engr Phys I	PHYS	2510	COLLEGE OF ART & SCIENCES
6	U.S. to 1877	HIST	2601	COLLEGE OF ART & SCIENCES
7	Physiological Psychology	PSYC	3306	COLLEGE OF ART & SCIENCES
8	Gen Organic Chem	CHEM	3311	COLLEGE OF ART & SCIENCES
9	Sociology of Gender	SOCI	3432	COLLEGE OF ART & SCIENCES
10	Criminology	CJUS	3541	COLLEGE OF ART & SCIENCES
11	Tech & Pro Writing	ENGL	3601	COLLEGE OF ART & SCIENCES
12	Comp Anat of Vertebrts	BIOL	3620	COLLEGE OF ART & SCIENCES
13	Hist of Psychology	PSYC	4101	COLLEGE OF ART & SCIENCES
14	Preventn/Deterence Crime	CJUS	4170	COLLEGE OF ART & SCIENCES
15	Physical Climatology	GEOG	4215	COLLEGE OF ART & SCIENCES
16	Legislative Process	POLS	4217	COLLEGE OF ART & SCIENCES
17	Organized Crime	CJUS	4233	COLLEGE OF ART & SCIENCES
18	Greek Experience	HIST	4321	COLLEGE OF ART & SCIENCES
19	African-American Literature	ENGL	4371	COLLEGE OF ART & SCIENCES
20	Studies Women & Lit	ENGL	4451	COLLEGE OF ART & SCIENCES
21	Blk/Wht Women in the South	SOCI	4460	COLLEGE OF ART & SCIENCES
22	Cont Prob Intl Reltns	POLS	4501	COLLEGE OF ART & SCIENCES
23	Into Probability Thry	MATH	4635	COLLEGE OF ART & SCIENCES
24	Nature of Hist Inquiry	HIST	4999	COLLEGE OF ART & SCIENCES
25	Fund of Acct I Honors	ACCT	2010	COLLEGE OF BUSINESS
26	Intro Microeconomics	ECON	2120	COLLEGE OF BUSINESS
27	Bus Statistics II	ISDS	2711	COLLEGE OF BUSINESS
28	Computer Hard/Software	ISDS	2770	COLLEGE OF BUSINESS
29	Consumer Behavior	MKTG	3012	COLLEGE OF BUSINESS
30	Organization & Mgmt	MGMT	3110	COLLEGE OF BUSINESS
31	Legal/Social/Pol Environment	FIR	3130	COLLEGE OF BUSINESS
32	Managerial Economics	ECON	4111	COLLEGE OF BUSINESS
33	Advanced Auditing	ACCT	4241	COLLEGE OF BUSINESS
34	Managerial Finance	FIR	4440	COLLEGE OF BUSINESS
35	Interntl Bus Commun	MGMT	4510	COLLEGE OF BUSINESS
36	Carrier Mgmt	MKTG	4620	COLLEGE OF BUSINESS

The University of Memphis Undergraduate Survey, Fall 1999

List of Classes Surveyed

	CLASSES	COURSE	ID #	COLLEGE
37	Strategic Mgmt	MGMT	4710	COLLEGE OF BUSINESS
38	Intro to Digital Art	ART	2301	COLLEGE OF COMMUNICATION & FINE ARTS
39	Intro to Printmaking	ART	2351	COLLEGE OF COMMUNICATION & FINE ARTS
40	Oral Communication	COMM	2381	COLLEGE OF COMMUNICATION & FINE ARTS
41	Hist Furn & Interior I	ART	3103	COLLEGE OF COMMUNICATION & FINE ARTS
42	News Feature Writing	JOUR	3123	COLLEGE OF COMMUNICATION & FINE ARTS
43	Hist of Music to 1700	MUHL	3301	COLLEGE OF COMMUNICATION & FINE ARTS
44	Communication Analysis	COMM	3330	COLLEGE OF COMMUNICATION & FINE ARTS
45	Communication in Orgnztns	COMM	4011	COLLEGE OF COMMUNICATION & FINE ARTS
46	Drawing & Painting I	ART	4321	COLLEGE OF COMMUNICATION & FINE ARTS
47	Great American Speeches	COMM	4360	COLLEGE OF COMMUNICATION & FINE ARTS
48	Meth/Matrls Art Instruc	ART	4427	COLLEGE OF COMMUNICATION & FINE ARTS
49	Current Issues Jour	JOUR	4702	COLLEGE OF COMMUNICATION & FINE ARTS
50	Blues	MUHL	4804	COLLEGE OF COMMUNICATION & FINE ARTS
51	Editing/Post Production	COMM	4825	COLLEGE OF COMMUNICATION & FINE ARTS
52	First Aid & CPR	HMSE	2102	COLLEGE OF EDUCATION
53	Dvlpmnt Across Lifespan	EDPR	2111	COLLEGE OF EDUCATION
54	Classroom Management	ICL	3501	COLLEGE OF EDUCATION
55	Physiology of Exercise	EXSS	3703	COLLEGE OF EDUCATION
56	Learning Urb Env K-8	ICL	4001	COLLEGE OF EDUCATION
57	Literacy GR K-4	ELED	4240	COLLEGE OF EDUCATION
58	Literacy & Language	ELED	4242	COLLEGE OF EDUCATION
59	Fund Stat App Meth	EDPR	4541	COLLEGE OF EDUCATION
60	Professional Seminar	ICL	4800	COLLEGE OF EDUCATION
61	Solid State Technology	EETH	2821	COLLEGE OF ENGINEERING
62	Anlys for Engr Tech	TECH	3044	COLLEGE OF ENGINEERING
63	Engr Econ	CIVL	4111	COLLEGE OF ENGINEERING
64	Mech Design	MECH	4322	COLLEGE OF ENGINEERING
65	Adv Program Logic Cntrl	EETH	4823	COLLEGE OF ENGINEERING
66	Foundations of Nursing	NURS	2217	COLLEGE OF NURSING
67	Integrative Skills I	NURS	2218	COLLEGE OF NURSING
68	Health Assessment	NURS	3101	COLLEGE OF NURSING
69	Integrative Skills II	NURS	3118	COLLEGE OF NURSING
70	Nursing Research	NURS	4110	COLLEGE OF NURSING
71	Contempry Issues/Trends	NURS	4120	COLLEGE OF NURSING
72	Judiasm/Christian/Islam	UNIV	2850	UNIVERSITY COLLEGE

The University of Memphis Undergraduate Survey, Fall 1999

List of Classes Surveyed

	CLASSES	COURSE	ID #	COLLEGE
73	Econ of Social Issues	UNIV	3507	UNIVERSITY COLLEGE
74	Faith/Reason/Imagination	UNIV	3581	UNIVERSITY COLLEGE
75	Biblical Archaeology	JDST	4841	UNIVERSITY COLLEGE
76	Project Planning Sem	UNIV	4990	UNIVERSITY COLLEGE
	TOTAL			**76 classes**

Appendix B
Memorandum Requesting Permission to Administer Survey

The University of Memphis

Memphis, TN 38152-6653

Office of the Provost
Campus Box 526653
360 Administration Building

901/678-2119
FAX 901/678-3643

MEMORANDUM

TO:

FROM: J. Ivan Legg, Provost

SUBJECT: University Libraries' Survey of Undergraduate Students

DATE: September 27, 1999

The University Libraries' Survey Committee, composed of Libraries' faculty and staff, has developed a survey instrument which they would like to administer to undergraduate students during October / November, 1999. The survey will take 10 minutes to administer. To insure an appropriate response rate, Libraries' personnel would like to visit your class (specified below) at a convenient date and administer the survey. I support this effort to gauge our students' information needs and their perspective on how these needs are being met. Your support of 10 minutes class time will be greatly appreciated.

Class: _____ Section/Time: _____

PLEASE INDICATE:

Location: _____ # of students in class: _____

PLEASE CIRCLE THE DATE which would be best to administer the survey to this class. All surveys will be administered during the first 10 minutes of the class session. Libraries' personnel will be in the room five minutes before the scheduled class time.

October 1999

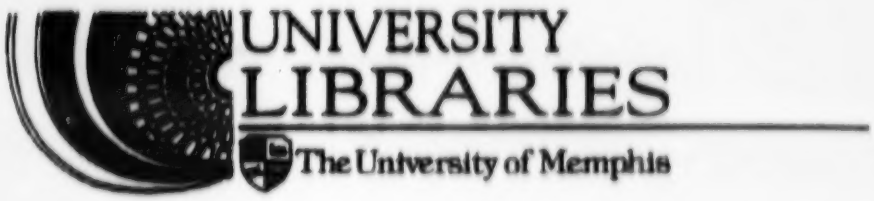
S	M	T	W	T	F	S
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November 1999

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13

Please return this form to Perveen Rustomfram, McWherter Library Room 116, no later than October 8, 1999. If you wish, you may fax your response to 8218 or email it: prustomfram@dewey.lib.memphis.edu .

Appendix C
Undergraduate Survey Questionnaire



Undergraduate Survey
Fall 1999

The University of Memphis Libraries are conducting this survey to assess the information needs of our Libraries users. Your input will help us with decisions regarding collections and services.

This class is one of those randomly selected to represent undergraduate students' usage of the library.

Thank you for participating in this survey. We appreciate your comments.

PLEASE DO NOT SIGN YOUR NAME. YOUR RESPONSES ARE CONFIDENTIAL.

User Survey

University of Memphis Libraries

OVERALL IMPRESSION

1. Which U of M libraries do you use and how often? How satisfied are you with these libraries overall? Please check all libraries that apply.

LIBRARIES	FREQUENCY OF USE					SATISFACTION RATING				
	More than once a week	Once a week	Once a month	Once a semester	Never	Very Good	Good	Average	Poor	Very Poor
McWherter (Main) Library										
Chemistry Library										
Earth Sciences Library										
Mathematics Library										
Music Library										
Audiology and Speech Pathology Library										

Comments on Libraries: _____

_____

_____

RESOURCES

2. How often do you use these library resources? To what extent do they satisfy your information needs? Please check all areas that apply.

RESOURCES	FREQUENCY OF USE					SATISFACTION RATING				
	More than once a week	Once a week	Once a month	Once a semester	Never	Very Good	Good	Average	Poor	Very Poor
Books										
Journals, Periodicals and Newspapers										
Journal indexes (print format)										
Electronic Databases										
Internet/World Wide Web										
Email/Listservs										
Microforms										
Government Publications										
Audiovisuals (Records, CDs, Videotapes, etc.)										
Maps										
Rare Books and Archives										

Comments on collections: _____

_____

_____

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3. Availability and ease of finding materials

3a. Please answer for the library you use most:

___McWherter Library ___Chemistry Library ___Earth Sciences Library
___Mathematics Library ___Music Library ___Audiology and Speech Pathology Library

3b. How satisfied are you with the availability and ease of finding materials (books, journals, periodicals, newspapers, microforms, audiovisuals, government publications, and maps) at the library you indicated above?

MATERIALS	SATISFACTION RATING				
	Very Good	Good	Average	Poor	Very Poor
Availability of materials you need					
Ease of finding materials you need					

Comments on materials: _____

_____

_____

4. How often do you access the U of M Libraries' resources (library catalog, electronic databases, and other resources) using the Libraries web page and how satisfied are you with this access? Please check all areas that apply.

LIBRARIES' WEB ACCESS	FREQUENCY OF USE					SATISFACTION RATING				
	More than once a week	Once a week	Once a month	Once a semester	Never	Very Good	Good	Average	Poor	Very Poor
Libraries' catalog										
• From within library										
•From outside library/off campus										
Libraries' electronic databases										
•From within library										
•From outside library/off campus										
Libraries' Government Publications Site										
• From within library										
•From outside library/off campus										
Libraries' Instruction Site										
•From within library										
•From outside library/off campus										

Comments on Libraries' web access: _____

_____

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_____

SERVICES

5. How often do you use these library services at the McWherter Library? To what extent are your information needs satisfied? Please check all services that apply.

SERVICES	FREQUENCY OF USE					SATISFACTION RATING				
MCWHERTER LIBRARY	More than once a week	Once a week	Once a month	Once a semester	Never	Very Good	Good	Average	Poor	Very Poor
• Reference Services										
• Circulation Services										
• Periodicals Services										
• Government Publications Services										
• Microforms and Audiovisuals Services										
• Special Collections Services										
• Interlibrary Loan Services										
• Reserve Room Services										
• Copy Center Services										

Comments on services: _____

_____

_____

6. Library Instruction Classes

6a. Have you attended a class for library instruction in McWherter Library?

_____ Yes
_____ No

If your answer is "No" please skip item 6b. Continue with item 6c.

6b. Have you attended a class for library instruction in McWherter Library as a student in the following classes: (Check all that apply.)

_____ ACAD 1100
_____ English 1102
_____ Another lower division level course. Please specify _____
_____ An upper division level course. Please specify _____

6c. If you have never attended a library instruction class, would you like to?

_____Yes
_____No

6d. If you answered "Yes" to Question # 6c please indicate the most convenient site for such a class

_____ McWherter Library
_____ Carrier Center, Collierville
_____ Jackson State Community College
_____ Dyersburg State Community College
_____ Millington Naval Station
_____ Other _____

STAFF

7. Indicate your satisfaction with the assistance received from the Libraries' staff. For each library or department that you use, please check all characterisitcs that apply.

STAFF	SATISFACTION RATING			
	Approachable	Courteous	Helpful	Knowledgeable
MCWHERTER LIBRARY				
• Reference Desk				
• Circulation Desk				
• Periodicals Desk				
• Government Publications Desk				
• Microforms and Audiovisuals Desk				
• Special Collections Desk				
• Interlibrary Loan Office				
• Reserve Room Desk				
• Copy Center				
BRANCHES				
•Chemistry Library				
•Earth Sciences Library				
•Mathematics Library				
• Music Library				
•Audiology and Speech Pathology Library				

Comments on staff: _____

_____

_____

FACILITIES

8a. Please answer for the library you use most:

___McWherter Library ___Chemistry Library ___Earth Sciences Library
___Mathematics Library ___Music Library ___Audiology and Speech Pathology Library

8b. At the library you use most often, how satisfied are you with each of the following?

FACILITIES	SATISFACTION RATING				
	Very Good	Good	Average	Poor	Very Poor
Operating Hours					
Cleanliness and Maintenance					
Temperature					
Lighting					
Safety					
Signage					
EQUIPMENT					
•Computer Workstations excluding those from TIGERLAN Lab					
•Microform Readers					
•VCRs					

Comments on facilities: _____

_____

_____

OTHER LIBRARIES USED

9. Please indicate any other libraries you use to get the information you need for your academic research needs.

_____ Memphis/Shelby County Public Library and Information Center
_____ Jackson State Community College Library
_____ Dyersburg State Community College Library
_____ Union University Library
_____ Jackson-Madison County Public Library
_____ Other _____

FUTURE NEEDS

10. Thinking about your future information needs please rank five of the following services or resources you would most like The U of M Libraries to offer.

Select five items using 1 for most important and 5 for least important.

_____ More current books
_____ More journal titles
_____ More online databases and indexes (accessible via the U of M Libraries' web site)
_____ More online full-text journal articles (accessible via the U of M Libraries' web site)
_____ More print instructions for the use of resources within the library
_____ More online instructions for the use of databases and library resources (accessible via the U of M Libraries' web site)
_____ More instruction/workshops in how to use library resources
_____ Longer library hours on weekdays
_____ Longer library hours on weekends
_____ More online full-text reserves (accessible via the U of M Libraries' web site)
_____ More in-depth reference consultation by appointment
_____ Increased availability of resources not owned by the U of M Libraries (eg. Interlibrary Loan)
_____ Other _____

DEMOGRAPHICS

11a. Prior to enrolling at the University of Memphis did you use any of the following? Check all that apply:

_____ Public library
_____ High school library
_____ Community college/University library

11b. Check ALL of the following that apply to you this semester:

_____ Live in campus housing
_____ Live off campus
_____ Off-campus/distance education student at: _____
_____ Computer at home/dorm
_____ Use e-mail
_____ Use Internet/World Wide Web
_____ Access campus network from home/dorm

11c. Indicate your class level

_____ Freshman
_____ Sophomore
_____ Junior
_____ Senior

11d. What is your declared major? _____

11e. Indicate your age group

_____ 17-22
_____ 23-28
_____ 29-34
_____ 35-older

12. Do you have any additional comments about the U of M Libraries? _____

_____

_____

_____

Thank you for helping the U of M Libraries improve services.

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Appendix D
Executive Summary

The University of Memphis Libraries Undergraduate User Survey Fall 1999
Executive Summary

The University of Memphis Libraries has initiated a series of surveys to learn about library usage and satisfaction with services, and to determine the needs and expectations of library users. The data are being analyzed and will serve as the basis for planning future library services. Undergraduate students were the first to be surveyed in Fall 1999. The sample that included sophomore, junior, and senior students yielded a response rate of 77% with 1085 completed surveys. Analysis of the data indicates an overall positive perception of the McWherter Library and the five branch libraries (Chemistry, Earth Sciences, Mathematics, Music, and Audiology and Speech Pathology) by the undergraduate students responding to the Fall 1999 survey.

Note: Percentages reported are drawn from the numbers of undergraduate students responding to each question.

Libraries' use:

- 94.7% report using McWherter Library:
  - once a week or more: 38.6%
  - once a month: 30.8%
  - once a semester: 25.3%

Libraries' resources:

- Frequency of use: Most library resources are used between once a semester and once a month
- Satisfaction: rated average to very good by 93.6 – 98.7% of respondents
- Reported using:
  - Books: 85.3%
  - Periodicals: 80.6%
  - Electronic databases: 73.0%
    - Also indicated using:
      - Internet: 73.1%
      - Email: 55.9%
- Availability of materials:
  - Satisfaction: rated average to excellent by 90.9% of respondents
- Ease of finding materials:
  - Satisfaction: rated average to excellent by 87.2% of respondents
- Electronic resources — In-library use versus use from remote locations:
  - Satisfaction with electronic resources: rated average to very good by 93.7% - 95.6% of respondents
  - Higher rate of in-library use over use from remote locations:
    - In-library use reported:
    - Use of tomCAT (UofM catalog): 73.7%
      - Never used tomCAT: 26.3%
    - Use of electronic databases: 67.0%
      - Never used databases: 33.0%
  - From remote locations use:
    - Use of tomCAT (UofM catalog): 42.4%
      - Never used tomCAT: 57.6%
    - Use of electronic databases: 38.9%
      - Never used databases: 61.1%

Libraries' instruction:

- Have attended a Libraries' instruction class: 42.8%
- Would like to attend a Libraries' instruction class: 41.2%
- Preferred location for class: McWherter Library

Libraries' facilities:

- Most heavily used: McWherter Library
  Music Branch Library
- Responded favorably to: operating hours, cleanliness, temperature, lighting, safety, signage, and computer workstations

Libraries' services:

- Frequency of use: A majority of undergraduate students use Libraries' services between once a semester and once a month
- Satisfaction: rated moderate to very high by 86.3% - 97.2%
- Reported using:
  - Reference services: 75.2%
  - Periodicals services: 68.6%
  - Copying services: 64.8%
  - Circulation services: 56.6%
  - Reserve Room services: 45.2%
  - Microforms/AV services: 36.4%
- However, those undergraduate students who reported never using specific Libraries' services should be noted:
  - Never used Reference: 24.8%
  - Never used Periodicals: 31.4%
  - Never used Copying services: 35.2%
  - Never checked out a book (Circulation): 43.4%
  - Never used Reserve Room: 54.8%
  - Never used Microforms/ AV: 63.6%

Libraries' future needs:

- Undergraduate students indicated that their five most important needs are:
  - increased numbers of current books 58.7%
  - increased numbers of online full-text journal articles 56.8%
  - increased numbers of electronic databases 47.1%
  - longer library hours on the weekends 46.4%
  - increased numbers of journal titles 45.2%

Comments: The top three comments gleaned from content analysis of qualitative statements made by undergraduate students pertain to:

- complexity of finding materials
- facilities — the library is great
- staff — helpful, friendly, great

Areas recommended for attention: Statistical analysis and comments from undergraduate students suggest that improvement is needed in the following areas:

- locating materials, i.e. better instructions, improved catalog accuracy, improved reshelving, additional staff
- customer service
- copy services
- increased resources (mainly books and journals)
- encouraging greater library use

The series of surveys continues:

- Spring/Summer 2000: Students (both graduate and undergraduate) at off-campus sites were surveyed in April 2000 and analysis of data is now in progress
- Fall 2000: Faculty will be surveyed
- Spring 2001: Graduate students will be surveyed

- *This summary was prepared by Perveen Rustomfram, Chair, and Jane Qualls, member, of the Libraries' Survey Committee.*
  June 2000

Appendix E
Statistical Tables by Question

University of Memphis Libraries
Undergraduate Survey, Fall 1999

OVERALL IMPRESSION

1. Which U of M libraries do you use and how often? How satisfied are you with these libraries overall? Please check all libraries that apply.

McWherter Library

Frequency of Use

	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	202	18.8	18.8
Once a week	2	213	19.8	38.6
Once a month	3	331	30.8	69.4
Once a semester	4	272	25.3	94.7
Never	5	57	5.3	100.0
Total		1075		

Mean : 2.785 Median : 3.000 Mode : 3.000

Satisfaction

	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	292	29.4	29.4
Good	2	444	44.7	74.1
Average	3	216	21.8	95.9
Poor	4	35	3.5	99.4
Very Poor	5	6	0.6	100.0
Total		993		

Mean : 2.012 Median : 2.000 Mode : 2.000

Chemistry Library

Frequency of Use

	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	16	1.9	1.9
Once a week	2	14	1.7	3.6
Once a month	3	13	1.5	5.1
Once a semester	4	31	3.7	8.8
Never	5	770	91.2	100.0
Total		844		

Mean : 4.807 Median : 5.000 Mode : 5.000

Satisfaction

	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	14	13.9	13.9
Good	2	46	45.5	59.4
Average	3	32	31.7	91.1
Poor	4	5	5.0	96.0
Very Poor	5	4	4.0	100.0
Total		101		

Mean :2.396 Median : 2.000 Mode : 2.000

University of Memphis Libraries
Undergraduate Survey, Fall 1999

Earth Sciences Library

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	2	0.2	0.2
Once a week	2	2	0.2	0.5
Once a month	3	3	0.4	0.8
Once a semester	4	14	1.7	2.5
Never	5	810	97.5	100.0
Total		831		

Mean : 4.959 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	5	9.3	9.3
Good	2	16	29.6	38.9
Average	3	28	51.9	90.7
Poor	4	2	3.7	94.4
Very Poor	5	3	5.6	100.0
Total		54		

Mean :2.667 Median : 3.000 Mode : 3.000

Math Library

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	8	1.0	1.0
Once a week	2	8	1.0	1.9
Once a month	3	15	1.8	3.7
Once a semester	4	31	3.7	7.4
Never	5	779	92.6	100.0
Total		841		

Mean :4.861 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	13	14.9	14.9
Good	2	26	29.9	44.8
Average	3	38	43.7	88.5
Poor	4	5	5.7	94.3
Very Poor	5	5	5.7	100.0
Total		87		

Mean : 2.575 Median : 3.000 Mode : 3.000

University of Memphis Libraries
Undergraduate Survey, Fall 1999

Music Library

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	16	1.9	1.9
Once a week	2	13	1.5	3.4
Once a month	3	20	2.4	5.8
Once a semester	4	47	5.6	11.4
Never	5	746	88.6	100.0
Total		842		

Mean : 4.774 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	27	22.7	22.7
Good	2	47	39.5	62.2
Average	3	37	31.1	93.3
Poor	4	5	4.2	97.5
Very Poor	5	3	2.5	100.0
Total		119		

Mean :2.244 Median : 2.000 Mode : 2.000

Audiology and Speech Pathology Library

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	3	0.4	0.4
Once a week	2	1	0.1	0.5
Once a month	3	2	0.2	0.7
Once a semester	4	7	0.8	1.6
Never	5	817	98.4	100.0
Total		830		

Mean :4.969 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	6	12.0	12.0
Good	2	12	24.0	36.0
Average	3	26	52.0	88.0
Poor	4	3	6.0	94.0
Very Poor	5	3	6.0	100.0
Total		50		

Mean : 2.700 Median : 3.000 Mode : 3.000

University of Memphis Libraries
Undergraduate Survey, Fall 1999

RESOURCES

2. How often do you use these library resources? To what extent do they satisfy your information needs? Please check all areas that apply.

Books

Frequency of Use				
	Value	No. of Respondents	Valid Percent	Cum. Percent
More than once a week	1	65	6.4	6.4
Once a week	2	112	11.0	17.4
Once a month	3	309	30.4	47.8
Once a semester	4	381	37.5	85.3
Never	5	149	14.7	100.0
Total		1016		

Mean : 3.430 Median : 4.000 Mode : 4.000

Satisfaction				
	Value	No. of Respondents	Valid Percent	Cum. Percent
Very Good	1	204	23.9	23.9
Good	2	381	44.6	68.4
Average	3	215	25.1	93.6
Poor	4	41	4.8	98.4
Very Poor	5	14	1.6	100.0
Total		855		

Mean : 2.158 Median : 2.000 Mode : 2.000

Periodicals

Frequency of Use				
	Value	No. of Respondents	Valid Percent	Cum. Percent
More than once a week	1	64	6.3	6.3
Once a week	2	119	11.7	18.0
Once a month	3	268	26.4	44.5
Once a semester	4	366	36.1	80.6
Never	5	197	19.4	100.0
Total		1014		

Mean : 3.506 Median : 4.000 Mode : 4.000

Satisfaction				
	Value	No. of Respondents	Valid Percent	Cum. Percent
Very Good	1	196	24.8	24.8
Good	2	353	44.7	69.6
Average	3	203	25.7	95.3
Poor	4	31	3.9	99.2
Very Poor	5	6	0.8	100.0
Total		789		

Mean : 2.110 Median : 2.000 Mode : 2.000

University of Memphis Libraries
Undergraduate Survey, Fall 1999

Journal Indexes

Frequency of Use				
	Value	No. of Respondents	Valid Percent	Cum. Percent
More than once a week	1	24	2.7	2.7
Once a week	2	73	8.1	10.7
Once a month	3	149	16.5	27.2
Once a semester	4	231	25.6	52.8
Never	5	427	47.2	100.0
Total		904		

Mean :4.066 Median : 4.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Valid Percent	Cum. Percent
Very Good	1	103	20.2	20.2
Good	2	221	43.4	63.7
Average	3	158	31.0	94.7
Poor	4	22	4.3	99.0
Very Poor	5	5	1.0	100.0
Total		509		

Mean : 2.224 Median : 2.000 Mode : 2.000

Databases

Frequency of Use				
	Value	No. of Respondents	Valid Percent	Cum. Percent
More than once a week	1	100	10.6	10.6
Once a week	2	135	14.4	25.0
Once a month	3	228	24.3	49.3
Once a semester	4	223	23.7	73.0
Never	5	254	27.0	100.0
Total		940		

Mean : 3.421 Median : 4.000 Mode :5.000

Satisfaction				
	Value	No. of Respondents	Valid Percent	Cum. Percent
Very Good	1	186	27.6	27.6
Good	2	309	45.9	73.6
Average	3	157	23.3	96.9
Poor	4	19	2.8	99.7
Very Poor	5	2	0.3	100.0
Total		673		

Mean : 2.022 Median : 2.000 Mode : 2.000

University of Memphis Libraries
Undergraduate Survey, Fall 1999

Internet

Frequency of Use				
	Value	No. of Respondents	Valid Percent	Cum. Percent
More than once a week	1	311	31.9	31.9
Once a week	2	174	17.8	49.7
Once a month	3	125	12.8	62.5
Once a semester	4	103	10.6	73.1
Never	5	263	26.9	100.0
Total		976		

Mean : 2.829 Median : 3.000 Mode : 1.000

Satisfaction				
	Value	No. of Respondents	Valid Percent	Cum. Percent
Very Good	1	266	39.1	39.1
Good	2	308	45.2	84.3
Average	3	98	14.4	98.7
Poor	4	5	0.7	99.4
Very Poor	5	4	0.6	100.0
Total		681		

Mean : 1.786 Median : 2.000 Mode : 2.000

Email / Listservs

Frequency of Use				
	Value	No. of Respondents	Valid Percent	Cum. Percent
More than once a week	1	273	29.6	29.6
Once a week	2	108	11.7	41.3
Once a month	3	70	7.6	48.9
Once a semester	4	64	6.9	55.9
Never	5	407	44.1	100.0
Total		922		

Mean :3.243 Median : 4.000 Mode :5.000

Satisfaction				
	Value	No. of Respondents	Valid Percent	Cum. Percent
Very Good	1	188	36.2	36.2
Good	2	223	42.9	79.0
Average	3	92	17.7	96.7
Poor	4	11	2.1	98.8
Very Poor	5	6	1.2	100.0
Total		520		

Mean : 1.892 Median : 2.000 Mode : 2.000

University of Memphis Libraries
Undergraduate Survey, Fall 1999

Microforms

Frequency of Use				
	Value	No. of Respondents	Valid Percent	Cum. Percent
More than once a week	1	6	0.7	0.7
Once a week	2	15	1.6	2.3
Once a month	3	73	8.0	10.3
Once a semester	4	237	25.9	36.2
Never	5	584	63.8	100.0
Total		915		

Mean : 4.509 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Valid Percent	Cum. Percent
Very Good	1	64	17.7	17.7
Good	2	152	42.1	59.8
Average	3	125	34.6	94.5
Poor	4	15	4.2	98.6
Very Poor	5	5	1.4	100.0
Total		361		

Mean : 2.294 Median : 2.000 Mode : 2.000

Government Publications

Frequency of Use				
	Value	No. of Respondents	Valid Percent	Cum. Percent
More than once a week	1	9	1.0	1.0
Once a week	2	25	2.7	3.7
Once a month	3	66	7.2	10.9
Once a semester	4	200	21.9	32.8
Never	5	614	67.2	100.0
Total		914		

Mean : 4.515 Median : 5.000 Mode :5.000

Satisfaction				
	Value	No. of Respondents	Valid Percent	Cum. Percent
Very Good	1	61	18.8	18.8
Good	2	150	46.2	64.9
Average	3	103	31.7	96.6
Poor	4	9	2.8	99.4
Very Poor	5	2	0.6	100.0
Total		325		

Mean : 2.203 Median : 2.000 Mode : 2.000

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Audiovisuals

Frequency of Use				
	Value	No. of Respondents	Valid Percent	Cum. Percent
More than once a week	1	19	2.1	2.1
Once a week	2	23	2.5	4.6
Once a month	3	54	5.9	10.5
Once a semester	4	126	13.8	24.3
Never	5	691	75.7	100.0
Total		913		

Mean :4.585 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Valid Percent	Cum. Percent
Very Good	1	47	18.3	18.3
Good	2	111	43.2	61.5
Average	3	92	35.8	97.3
Poor	4	6	2.3	99.6
Very Poor	5	1	0.4	100.0
Total		257		

Mean : 2.233 Median : 2.000 Mode : 2.000

Maps

Frequency of Use				
	Value	No. of Respondents	Valid Percent	Cum. Percent
More than once a week	1	2	0.2	0.2
Once a week	2	6	0.7	0.9
Once a month	3	22	2.5	3.3
Once a semester	4	73	8.1	11.5
Never	5	794	88.5	100.0
Total		897		

Mean : 4.841 Median : 5.000 Mode :5.000

Satisfaction				
	Value	No. of Respondents	Valid Percent	Cum. Percent
Very Good	1	26	15.4	15.4
Good	2	69	40.8	56.2
Average	3	70	41.4	97.6
Poor	4	3	1.8	99.4
Very Poor	5	1	0.6	100.0
Total		169		

Mean : 2.314 Median : 2.000 Mode : 3.000

Rare Books and Archives

Frequency of Use				
	Value	No. of Respondents	Valid Percent	Cum. Percent
More than once a week	1	11	1.2	1.2
Once a week	2	10	1.1	2.3
Once a month	3	21	2.3	4.7
Once a semester	4	89	9.9	14.6
Never	5	766	85.4	100.0
Total		897		

Mean :4.771 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Valid Percent	Cum. Percent
Very Good	1	37	19.4	19.4
Good	2	69	36.1	55.5
Average	3	76	39.8	95.3
Poor	4	5	2.6	97.9
Very Poor	5	4	2.1	100.0
Total		191		

Mean : 2.319 Median : 2.000 Mode : 3.000

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AVAILABILITY AND EASE OF FINDING MATERIALS

3a. Please answer for the library you use most.

3b. How satisfied are you with the availability and ease of finding materials (books, journals, periodicals, newspapers, microforms, audiovisuals, government publications, and maps) at the library you indicated above.

Availability of Materials

		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	No. of Respondents	Percent
McWherter	No. of Respondents	224	392	243	73	13	945	95.6%
	Valid Percent	23.7%	41.5%	25.7%	7.7%	1.4%		
Chemistry	No. of Respondents	3	13	2	0	0	18	1.8%
	Valid Percent	16.7%	72.2%	11.1%	0.0%	0.0%		
Earth Science	No. of Respondents	0	0	1	0	0	1	0.1%
	Valid Percent	0.0%	0.0%	100.0%	0.0%	0.0%		
Mathematics	No. of Respondents	0	0	3	0	0	3	0.3%
	Valid Percent	0.0%	0.0%	100.0%	0.0%	0.0%		
Music	No. of Respondents	5	12	3	2	0	22	2.2%
	Valid Percent	22.7%	54.5%	13.6%	9.1%	0.0%		
Total							989	100.0%

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Ease of Finding Materials

		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	No. of Respondents	Percent
McWherter	No. of Respondents	180	336	289	92	27	924	95.7%
	Valid Percent	19.5%	36.4%	31.3%	10.0%	2.9%		
Chemistry	No. of Respondents	1	9	6	1	0	17	1.8%
	Valid Percent	5.9%	52.9%	35.3%	5.9%	0.0%		
Earth Science	No. of Respondents	0	0	0	1	0	1	0.1%
	Valid Percent	0.0%	0.0%	0.0%	100.0%	0.0%		
Mathematics	No. of Respondents	0	0	2	0	0	2	0.2%
	Valid Percent	0.0%	0.0%	100.0%	0.0%	0.0%		
Music	No. of Respondents	8	5	8	0	1	22	2.3%
	Valid Percent	36.4%	22.7%	36.4%	0.0%	4.5%		
Total							966	100.0%

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LIBRARIES' WEB ACCESS

4. How often do you access the U of M Libraries' resources (library catalog, electronic databases, and the other resources) using the Libraries web page and how satisfied are you with this access? Please check all areas that apply.

Libraries' Catalog - From within library

Frequency of use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	64	6.3	6.3
Once a week	2	125	12.4	18.7
Once a month	3	276	27.3	46.0
Once a semester	4	279	27.6	73.7
Never	5	266	26.3	100.0
Total		1010		

Mean : 3.552 Median : 4.000 Mode : 4.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	159	22.1	22.1
Good	2	367	51.0	73.1
Average	3	162	22.5	95.6
Poor	4	21	2.9	98.5
Very Poor	5	11	1.5	100.0
Total		720		

Mean : 2.108 Median : 2.000 Mode : 2.000

Libraries' Catalog - From outside library / off campus

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	56	5.8	5.8
Once a week	2	74	7.7	13.6
Once a month	3	140	14.6	28.2
Once a semester	4	137	14.3	42.4
Never	5	552	57.6	100.0
Total		959		

Mean : 4.100 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	81	18.9	18.9
Good	2	207	48.3	67.1
Average	3	114	26.6	93.7
Poor	4	18	4.2	97.9
Very Poor	5	9	2.1	100.0
Total		429		

Mean : 2.224 Median : 2.000 Mode : 2.000

Libraries' Electronic Databases - From within library

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	70	7.2	7.2
Once a week	2	102	10.5	17.7
Once a month	3	229	23.6	41.3
Once a semester	4	250	25.7	67.0
Never	5	321	33.0	100.0
Total		972		

Mean : 3.669 Median : 4.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	153	24.2	24.2
Good	2	315	49.8	74.1
Average	3	141	22.3	96.4
Poor	4	16	2.5	98.9
Very Poor	5	7	1.1	100.0
Total		632		

Mean : 2.065 Median : 2.000 Mode : 2.000

Libraries' Electronic Databases - From outside library / off campus

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	55	5.8	5.8
Once a week	2	81	8.6	14.4
Once a month	3	114	12.1	26.5
Once a semester	4	117	12.4	38.9
Never	5	577	61.1	100.0
Total		944		

Mean : 4.144 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	78	20.3	20.3
Good	2	197	51.2	71.4
Average	3	86	22.3	93.8
Poor	4	14	3.6	97.4
Very Poor	5	10	2.6	100.0
Total		385		

Mean : 2.171 Median : 2.000 Mode : 2.000

Libraries' Governement Publications Site - From within library

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	9	1.0	1.0
Once a week	2	26	2.8	3.7
Once a month	3	68	7.2	10.9
Once a semester	4	156	16.5	27.4
Never	5	685	72.6	100.0
Total		944		

Mean : 4.570 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	53	18.5	18.5
Good	2	137	47.9	66.4
Average	3	84	29.4	95.8
Poor	4	4	1.4	97.2
Very Poor	5	8	2.8	100.0
Total		286		

Mean : 2.220 Median : 2.000 Mode : 2.000

Libraries' Government Publications Site - From outside library / off campus

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	12	1.3	1.3
Once a week	2	18	1.9	3.2
Once a month	3	32	3.5	6.7
Once a semester	4	53	5.7	12.4
Never	5	811	87.6	100.0
Total		926		

Mean : 4.763 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	27	16.0	16.0
Good	2	69	40.8	56.8
Average	3	62	36.7	93.5
Poor	4	1	0.6	94.1
Very Poor	5	10	5.9	100.0
Total		169		

Mean : 2.396 Median : 2.000 Mode : 2.000

Libraries' Instruction Site - From within library

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	14	1.5	1.5
Once a week	2	24	2.6	4.1
Once a month	3	60	6.4	10.5
Once a semester	4	86	9.2	19.8
Never	5	747	80.2	100.0
Total		931		

Mean : 4.641 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	48	21.4	21.4
Good	2	90	40.2	61.6
Average	3	71	31.7	93.3
Poor	4	6	2.7	96.0
Very Poor	5	9	4.0	100.0
Total		224		

Mean : 2.277 Median : 2.000 Mode : 2.000

Libraries' Instruction Site - From outside library / off campus

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	15	1.6	1.6
Once a week	2	16	1.7	3.4
Once a month	3	36	3.9	7.3
Once a semester	4	42	4.5	11.8
Never	5	815	88.2	100.0
Total		924		

Mean : 4.760 Median : 5.000 Mode :5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	24	14.3	14.3
Good	2	67	39.9	54.2
Average	3	62	36.9	91.1
Poor	4	5	3.0	94.0
Very Poor	5	10	6.0	100.0
Total		168		

Mean : 2.464 Median : 2.000 Mode : 2.000

SERVICES

5. How often do you use these library services at the McWherter Library? To what extent are your information needs satisfied? Please check all services that apply.

Reference Services

Frequency of Use

	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	45	4.6	4.6
Once a week	2	87	8.9	13.4
Once a month	3	256	26.0	39.5
Once a semester	4	351	35.7	75.2
Never	5	244	24.8	100.0
Total		983		

Mean : 3.673 Median : 4.000 Mode : 4.000

Satisfaction

	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	167	23.7	23.7
Good	2	344	48.8	72.5
Average	3	174	24.7	97.2
Poor	4	16	2.3	99.4
Very Poor	5	4	0.6	100.0
Total		705		

Mean : 2.072 Median : 2.000 Mode : 2.000

Circulation Services

Frequency of Use

	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	30	3.2	3.2
Once a week	2	55	5.8	9.0
Once a month	3	168	17.7	26.7
Once a semester	4	283	29.9	56.6
Never	5	411	43.4	100.0
Total		947		

Mean : 4.045 Median : 4.000 Mode : 5.000

Satisfaction

	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	103	19.8	19.8
Good	2	255	49.0	68.8
Average	3	145	27.9	96.7
Poor	4	12	2.3	99.0
Very Poor	5	5	1.0	100.0
Total		520		

Mean : 2.156 Median : 2.000 Mode : 2.000

Periodicals Services

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	31	3.2	3.2
Once a week	2	80	8.2	11.4
Once a month	3	212	21.8	33.3
Once a semester	4	343	35.3	68.6
Never	5	305	31.4	100.0
Total		971		

Mean : 3.835 Median : 4.000 Mode : 4.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	120	18.9	18.9
Good	2	310	48.9	67.8
Average	3	181	28.5	96.4
Poor	4	21	3.3	99.7
Very Poor	5	2	0.3	100.0
Total		634		

Mean : 2.172 Median : 2.000 Mode : 2.000

Government Publications Services

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	11	1.2	1.2
Once a week	2	22	2.4	3.6
Once a month	3	57	6.2	9.7
Once a semester	4	187	20.2	29.9
Never	5	649	70.1	100.0
Total		926		

Mean : 4.556 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	67	21.9	21.9
Good	2	134	43.8	65.7
Average	3	101	33.0	98.7
Poor	4	4	1.3	100.0
Very Poor	5	0	0.0	100.0
Total		306		

Mean : 2.140 Median : 2.000 Mode : 2.000

Microforms and Audiovisuals Services

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	5	0.5	0.5
Once a week	2	14	1.5	2.0
Once a month	3	80	8.6	10.7
Once a semester	4	239	25.8	36.4
Never	5	590	63.6	100.0
Total		928		

Mean : 4.503 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	56	16.0	16.0
Good	2	165	47.0	63.0
Average	3	113	32.2	95.2
Poor	4	14	4.0	99.1
Very Poor	5	3	0.9	100.0
Total		351		

Mean : 2.268 Median : 2.000 Mode : 2.000

Specials Collections Services

Frequency of Use				
	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	5	0.5	0.5
Once a week	2	5	0.5	1.1
Once a month	3	31	3.4	4.5
Once a semester	4	81	8.9	13.4
Never	5	788	86.6	100.0
Total		910		

Mean : 4.804 Median : 5.000 Mode : 5.000

Satisfaction				
	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	31	18.2	18.2
Good	2	65	38.2	56.5
Average	3	69	40.6	97.1
Poor	4	4	2.4	99.4
Very Poor	5	1	0.6	100.0
Total		170		

Mean : 2.288 Median : 2.000 Mode : 3.000

Interlibrary Loan Services

Frequency of Use

	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	6	0.7	0.7
Once a week	2	5	0.5	1.2
Once a month	3	38	4.2	5.4
Once a semester	4	73	8.0	13.3
Never	5	793	86.7	100.0
Total		915		

Mean : 4.795 Median : 5.000 Mode : 5.000

Satisfaction

	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	33	18.6	18.6
Good	2	66	37.3	55.9
Average	3	66	37.3	93.2
Poor	4	10	5.6	98.9
Very Poor	5	2	1.1	100.0
Total		177		

Mean : 2.333 Median : 2.000 Mode : 2.000

Reserve Room Services

Frequency of Use

	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	27	2.9	2.9
Once a week	2	52	5.5	8.4
Once a month	3	145	15.4	23.8
Once a semester	4	201	21.4	45.2
Never	5	515	54.8	100.0
Total		940		

Mean : 4.197 Median : 5.000 Mode : 5.000

Satisfaction

	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	117	26.6	26.6
Good	2	206	46.8	73.4
Average	3	100	22.7	96.1
Poor	4	16	3.6	99.8
Very Poor	5	1	0.2	100.0
Total		440		

Mean : 2.041 Median : 2.000 Mode : 2.000

91

Copy Center Services

Frequency of Use

	Value	No. of Respondents	Percent	Cum. Percent
More than once a week	1	63	6.4	6.4
Once a week	2	123	12.6	19.0
Once a month	3	228	23.3	42.3
Once a semester	4	220	22.5	64.8
Never	5	344	35.2	100.0
Total		978		

Mean : 3.674 Median : 4.000 Mode : 5.000

Satisfaction

	Value	No. of Respondents	Percent	Cum. Percent
Very Good	1	120	19.8	19.8
Good	2	244	40.3	60.2
Average	3	158	26.1	86.3
Poor	4	53	8.8	95.0
Very Poor	5	30	5.0	100.0
Total		605		

Mean : 2.387 Median : 2.000 Mode : 2.000

LIBRARY INSTRUCTION CLASSES

6a. Have you attended a class for library instruction in McWherter Library?

6b. Have you attended a class for library instruction in McWherter Library as a student in the following classes: (Check all the apply)

6c. If you have never attended a library instruction class, would you like to?

64. If you answered "Yes" to Question #6c please indicate the most convenient site for such a class.

Students Who Have Attended Instruction Classes and Classes Attended

Studnets Who Have Attended Instruction Classes

	Value	No. of Respondents	Percent	Cum. Percent
Yes	1	457	42.8	42.8
No	2	610	57.2	100.0
Total		1067		

Classes Attended

	Value	No. of Respondents	Percent	Cum. Percent
ACAD 1100	1	113	20.9	20.9
English 1102	2	282	52.1	73.0
Lower level course	3	52	9.6	82.6
Upper level course	4	94	17.4	100.0
Total		541		

Students Who Would Like to Attend an Instruction Class and Preferred Site

Students Who Would Like to Attend an Instruction Class

	Value	No. of Respondents	Percent	Cum. Percent
Yes	1	278	41.2	41.2
No	2	396	58.8	100.0
Total		674		

Preferred Site for Instruction Classes

	Value	No. of Respondents	Percent	Cum. Percent
McWherter Library	1	310	89.6	89.6
Carrier Center, Colli	2	12	3.5	93.1
Jackson State Comt	3	2	0.6	93.6
Dyersburg State Co	4	7	2.0	95.7
Millington Naval Sta	5	11	3.2	98.8
Other	6	4	1.2	100.0
Total		346		

STAFF

7. Indicate your satisfaction with the assistance received from the Libraries' staff. For each library or department that you use, please check all characteristics that apply.

McWherter Library

Reference Desk

	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	483	25.2	25.2
Courteous	1	471	24.6	49.8
Helpful	1	545	28.4	78.2
Knowledgeable	1	418	21.8	100.0
Total		1917		

Circulation Desk

	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	386	27.8	27.8
Courteous	1	366	26.4	54.2
Helpful	1	385	27.8	82.0
Knowledgeable	1	250	18.0	100.0
Total		1387		

Periodicals Desk

	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	364	25.6	25.6
Courteous	1	344	24.2	49.8
Helpful	1	427	30.0	79.8
Knowledgeable	1	287	20.2	100.0
Total		1422		

Government Publications Desk

	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	199	26.8	26.8
Courteous	1	169	22.7	49.5
Helpful	1	214	28.8	78.3
Knowledgeable	1	161	21.7	100.0
Total		743		

Microforms and Audiovisuals Desk				
	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	236	26.3	26.3
Courteous	1	286	31.8	58.1
Helpful	1	229	25.5	83.6
Knowledgeable	1	147	16.4	100.0
Total		898		

Special Collections Desk				
	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	117	31.5	31.5
Courteous	1	81	21.8	53.2
Helpful	1	111	29.8	83.1
Knowledgeable	1	63	16.9	100.0
Total		372		

Interlibrary Loan Ofiice				
	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	130	34.0	34.0
Courteous	1	86	22.5	56.5
Helpful	1	101	26.4	83.0
Knowledgeable	1	65	17.0	100.0
Total		382		

Reserve Room Desk				
	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	287	30.3	30.3
Courteous	1	232	24.5	54.8
Helpful	1	272	28.7	83.5
Knowledgeable	1	156	16.5	100.0
Total		947		

Copy Center				
	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	322	32.3	32.3
Courteous	1	225	22.5	54.8
Helpful	1	287	28.8	83.6
Knowledgeable	1	164	16.4	100.0
Total		998		

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Branches

Chemistry Library				
	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	67	34.0	34.0
Courteous	1	46	23.4	57.4
Helpful	1	50	25.4	82.7
Knowledgeable	1	34	17.3	100.0
Total		197		

Earth Sciences Library				
	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	43	38.1	38.1
Courteous	1	22	19.5	57.5
Helpful	1	31	27.4	85.0
Knowledgeable	1	17	15.0	100.0
Total		113		

Mathematics Library				
	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	49	33.1	33.1
Courteous	1	36	24.3	57.4
Helpful	1	42	28.4	85.8
Knowledgeable	1	21	14.2	100.0
Total		148		

Music Library				
	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	83	28.8	28.8
Courteous	1	66	22.9	51.7
Helpful	1	74	25.7	77.4
Knowledgeable	1	65	22.6	100.0
Total		288		

Audiology and Speech Pathology Library				
	Value	No. of Respondents	Percent	Cum. Percent
Approachable	1	42	42.4	42.4
Courteous	1	18	18.2	60.6
Helpful	1	26	26.3	86.9
Knowledgeable	1	13	13.1	100.0
Total		99		

FACILITIES

8a. Please answer for the library you use most:

8b. At the library you use most often, how satisfied are you with each of the following?

Operating Hours

		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	No. of Respondents	Percent
McWherter	No. of Respondents	317	390	154	35	21	917	95.7%
	Valid Percent	34.6%	42.5%	16.8%	3.8%	2.3%		
Chemistry	No. of Respondents	6	5	0	2	1	14	1.5%
	Valid Percent	42.9%	35.7%	0.0%	14.3%	7.1%		
Earth Science	No. of Respondents	0	1	0	0	0	1	0.1%
	Valid Percent	0.0%	100.0%	0.0%	0.0%	0.0%		
Mathematics	No. of Respondents	0	1	0	0	0	1	0.1%
	Valid Percent	0.0%	100.0%	0.0%	0.0%	0.0%		
Music	No. of Respondents	8	12	4	0	1	25	2.6%
	Valid Percent	32.0%	48.0%	16.0%	0.0%	4.0%		
Total							958	100.0%

Cleanliness and Maintenance

		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	No. of Respondents	Percent
McWherter	No. of Respondents	550	327	40	2	1	920	95.8%
	Valid Percent	59.8%	35.5%	4.3%	0.2%	0.1%		
Chemistry	No. of Respondents	7	4	2	0	0	13	1.4%
	Valid Percent	53.8%	30.8%	15.4%	0.0%	0.0%		
Earth Science	No. of Respondents	0	1	0	0	0	1	0.1%
	Valid Percent	0.0%	100.0%	0.0%	0.0%	0.0%		
Mathematics	No. of Respondents	0	1	0	0	0	1	0.1%
	Valid Percent	0.0%	100.0%	0.0%	0.0%	0.0%		
Music	No. of Respondents	12	12	1	0	0	25	2.6%
	Valid Percent	48.0%	48.0%	4.0%	0.0%	0.0%		
Total							960	100.0%

Temperature

		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	No. of Respondents	Percent
McWherter	No. of Respondents	355	416	120	16	8	915	95.8%
	Valid Percent	38.8%	45.5%	13.1%	1.7%	0.9%		
Chemistry	No. of Respondents	3	7	3	0	0	13	1.4%
	Valid Percent	23.1%	53.8%	23.1%	0.0%	0.0%		
Earth Science	No. of Respondents	0	1	0	0	0	1	0.1%
	Valid Percent	0.0%	100.0%	0.0%	0.0%	0.0%		
Mathematics	No. of Respondents	0	1	0	0	0	1	0.1%
	Valid Percent	0.0%	100.0%	0.0%	0.0%	0.0%		
Music	No. of Respondents	9	11	1	4	0	25	2.6%
	Valid Percent	36.0%	44.0%	4.0%	16.0%	0.0%		
Total							955	100.0%

Lighting								
		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	No. of Respondents	Percent
McWherter	No. of Respondents	393	408	94	18	1	914	95.9%
	Valid Percent	43.0%	44.6%	10.3%	2.0%	0.1%		
Chemistry	No. of Respondents	4	5	3	1	0	13	1.4%
	Valid Percent	30.8%	38.5%	23.1%	7.7%	0.0%		
Earth Science	No. of Respondents	0	1	0	0	0	1	0.1%
	Valid Percent	0.0%	100.0%	0.0%	0.0%	0.0%		
Mathematics	No. of Respondents	0	1	0	0	0	1	0.1%
	Valid Percent	0.0%	100.0%	0.0%	0.0%	0.0%		
Music	No. of Respondents	11	8	4	1	0	24	2.5%
	Valid Percent	45.8%	33.3%	16.7%	4.2%	0.0%		
Total							953	100.0%

Safety								
		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	No. of Respondents	Percent
McWherter	No. of Respondents	346	406	123	23	10	908	95.8%
	Valid Percent	38.1%	44.7%	13.5%	2.5%	1.1%		
Chemistry	No. of Respondents	4	6	3	0	0	13	1.4%
	Valid Percent	30.8%	46.2%	23.1%	0.0%	0.0%		
Earth Science	No. of Respondents	0	1	0	0	0	1	0.1%
	Valid Percent	0.0%	100.0%	0.0%	0.0%	0.0%		
Mathematics	No. of Respondents	0	1	0	0	0	1	0.1%
	Valid Percent	0.0%	100.0%	0.0%	0.0%	0.0%		
Music	No. of Respondents	13	8	4	0	0	25	2.6%
	Valid Percent	52.0%	32.0%	16.0%	0.0%	0.0%		
Total							948	100.0%

Signage								
		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	No. of Respondents	Percent
McWherter	No. of Respondents	257	382	148	18	3	808	96.0%
	Valid Percent	31.8%	47.3%	18.3%	2.2%	0.4%		
Chemistry	No. of Respondents	1	7	3	0	0	11	1.3%
	Valid Percent	9.1%	63.6%	27.3%	0.0%	0.0%		
Earth Science	No. of Respondents	0	0	0	0	0	0	0.0%
	Valid Percent	0.0%	0.0%	0.0%	0.0%	0.0%		
Mathematics	No. of Respondents	0	0	0	0	0	0	0.0%
	Valid Percent	0.0%	0.0%	0.0%	0.0%	0.0%		
Music	No. of Respondents	8	9	4	2	0	23	2.7%
	Valid Percent	34.8%	39.1%	17.4%	8.7%	0.0%		
Total							842	100.0%

Computer Workstations excluding those from TIGERLAN Lab								
		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	No. of Respondents	Percent
McWherter	No. of Respondents	252	363	166	33	13	827	96.5%
	Valid Percent	30.5%	43.9%	20.1%	4.0%	1.6%		
Chemistry	No. of Respondents	5	3	2	0	0	10	1.2%
	Valid Percent	50.0%	30.0%	20.0%	0.0%	0.0%		
Earth Science	No. of Respondents	0	1	0	0	0	1	0.1%
	Valid Percent	0.0%	100.0%	0.0%	0.0%	0.0%		
Mathematics	No. of Respondents	0	0	0	0	0	0	0.0%
	Valid Percent	0.0%	0.0%	0.0%	0.0%	0.0%		
Music	No. of Respondents	5	7	3	3	1	19	2.2%
	Valid Percent	26.3%	36.8%	15.8%	15.8%	5.3%		
Total							857	100.0%

Microform Readers								
		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	No. of Respondents	Percent
McWherter	No. of Respondents	107	231	142	23	9	512	97.7%
	Valid Percent	20.9%	45.1%	27.7%	4.5%	1.8%		
Chemistry	No. of Respondents	0	3	1	0	0	4	0.8%
	Valid Percent	0.0%	75.0%	25.0%	0.0%	0.0%		
Earth Science	No. of Respondents	0	0	0	0	0	0	0.0%
	Valid Percent	0.0%	0.0%	0.0%	0.0%	0.0%		
Mathematics	No. of Respondents	0	0	0	0	0	0	0.0%
	Valid Percent	0.0%	0.0%	0.0%	0.0%	0.0%		
Music	No. of Respondents	1	4	3	0	0	8	1.5%
	Valid Percent	12.5%	50.0%	37.5%	0.0%	0.0%		
Total							524	100.0%

VCRs								
		Scale					Total	
		Very Good	Good	Average	Poor	Very Poor	No. of Respondents	Percent
McWherter	No. of Respondents	89	163	114	26	5	397	97.8%
	Valid Percent	22.4%	41.1%	28.7%	6.5%	1.3%		
Chemistry	No. of Respondents	0	2	1	0	0	3	0.7%
	Valid Percent	0.0%	66.7%	33.3%	0.0%	0.0%		
Earth Science	No. of Respondents	0	0	0	0	0	0	0.0%
	Valid Percent	0.0%	0.0%	0.0%	0.0%	0.0%		
Mathematics	No. of Respondents	0	0	0	0	0	0	0.0%
	Valid Percent	0.0%	0.0%	0.0%	0.0%	0.0%		
Music	No. of Respondents	1	3	2	0	0	6	1.5%
	Valid Percent	16.7%	50.0%	33.3%	0.0%	0.0%		
Total							406	100.0%

OTHER LIBRARIES USED

9. Please indicate any other libraries you use to get the information you need for your academic research needs.

Other Libraries Used			
	No. of Respondents	Percent	Cum. Percent
Memphis/Shelby County Public Library and Information Center	640	77.9	77.9
Jackson State Community College Library	20	2.4	80.3
Dyersburg State Community College Library	10	1.2	81.5
Union University Library	14	1.7	1.7
Jackson-Madison County Public Library	11	1.3	3.0
Other	127	15.5	18.5
Total	822		

University of Memphis Libraries
Undergraduate Survey

FUTURE NEEDS

10. Thinking about your future information needs please rank five of the following services of resources you would most like The U of M Libraries to offer. Select five items using 1 for most important and 5 for least important.

by No. of Responses

Rank	Needs	No. of Responses
1	More current books	637
2	More online full-text journal articles	616
3	More online databases and indexes	511
4	Longer library hours on the weekends	503
5	More Journal titles	490
6	More online full-text reserves	386
7	Longer library hours on the weekdays	384
8	More online instructions for the use of databses and library resources	321
9	Increased availability of resources not owned by the UofM Libraries	291
10	More print instructions for the use of resources within the library	270
11	More instructions/workshops in how to use library resources	215
12	More in-depth reference consultation by appointment	147
13	Other	40
Total		4811

DEMOGRAPHICS

11a. Prior to enrolling at the University of Memphis did you use any of the following? Check all that apply:

Previous Library Use				
	Value	No. of Respondents	Percent	Cum. Percent
Public Library	1	940	45.2%	45.2%
High school library	1	675	32.5%	77.7%
Community college/University	1	464	22.3%	100.0%
Total		2079	100.0%	

11b. Check ALL of the following that apply to you this semester:

Residence and Electronic Access				
	Value	No. of Respondents	Percent	Cum. Percent
Live in campus housing	1	110	2.9%	2.9%
Live off campus	1	886	23.3%	26.2%
Off-campus/distance education student at	1	48	1.3%	27.4%
Computer at home/dorm	1	718	18.9%	46.3%
Use e-mail	1	832	21.9%	68.1%
Use Internet/WWW	1	883	23.2%	91.3%
Access campus network from home/dorm	1	330	8.7%	100.0%
Total		3807	100.0%	

11c. Indicate your class level

Class Level				
	Value	No. of Respondents	Percent	Cum. Percent
Freshman	1	22	2.2%	2.2%
Sophomore	2	94	9.3%	11.5%
Junior	3	220	21.8%	33.4%
Senior	4	671	66.6%	100.0%
Total		1007	100.0%	

Mean : 3.529 Median : 4.000 Mode : 4.000

11e. Indicate your age group

Age				
	Value	No. of Respondents	Percent	Cum. Percent
17-22	1	437	42.9%	42.9%
23-28	2	357	35.0%	77.9%
29-34	3	105	10.3%	88.2%
35-older	4	120	11.8%	100.0%
Total		1019		

Mean : 1.910 Median : 2.000 Mode : 1.000

DEMOGRAPHICS

11d. What is your declared major?

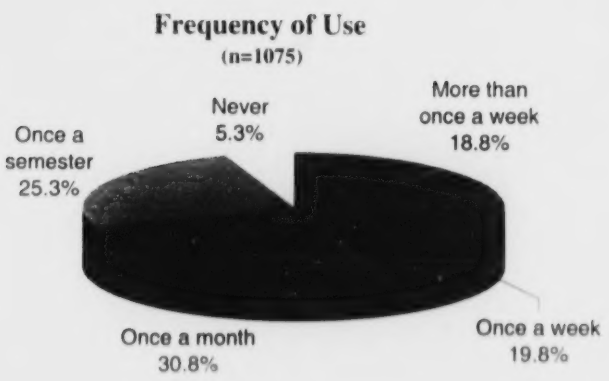
College	Percent	No.	Major	No. of Respondents	Percent
Arts and Sciences	19.1%	207	ANTH	8	0.7%
			BIOL	22	2.0%
			CHEM	9	0.8%
			CMCJ	35	3.2%
			COMP	8	0.7%
			ENGL	20	1.8%
			FRLG	3	0.3%
			GEOG	12	1.1%
			HIST	21	1.9%
			INST	5	0.5%
			MASC	5	0.5%
			MMCS	1	0.1%
			PHIL	1	0.1%
			POLS	12	1.1%
			PSYC	31	2.9%
			SOCI	3	0.3%
			SWRK	11	1.0%
Business	20.6%	224	ACCT	38	3.5%
			BSEC	7	0.6%
			ECON	4	0.4%
			FIN	30	2.8%
			IBFL	1	0.1%
			INBS	10	0.9%
			LGMK	2	0.2%
			MGMT	39	3.6%
			MIS	54	5.0%
			MKMT	31	2.9%
			PROM	2	0.2%
			RLES	3	0.3%
			SALE	3	0.3%

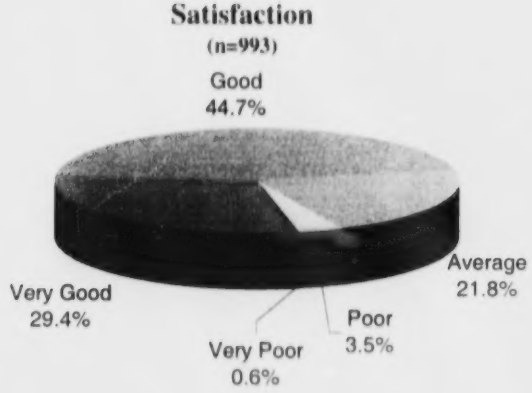
College	Percent	No.	Major	No. of Respondents	Percent
Communication & Fine Arts	13.2%	143	ART	42	3.9%
			ARTH	1	0.1%
			CMUS	8	0.7%
			COMM	46	4.2%
			JOUR	26	2.4%
			MUSC	20	1.8%
Education	13.0%	141	CSED	1	0.1%
			EXSS	20	1.8%
			HDVL	110	10.1%
			HMLN	1	0.1%
			PHED	5	0.5%
			SLS	2	0.2%
			SPEC	2	0.2%
Engineering	9.4%	102	ARCH	3	0.3%
			CETH	13	1.2%
			CIVL	14	1.3%
			CPEN	13	1.2%
			EETH	17	1.6%
			ELEC	10	0.9%
			INSE	4	0.4%
			MEC	25	2.3%
			METH	3	0.3%
Nursing	11.0%	119	NURS	119	11.0%
University College	1.9%	21	INDS	18	1.7%
			LEGL	3	0.3%
UNKNOWN	11.8%	128		101	9.3%
				2	0.2%
				1	0.1%
				24	2.2%
TOTAL		1085		1085	100.0%

Appendix F
Charts for Questions 1, 2, 3, and 5

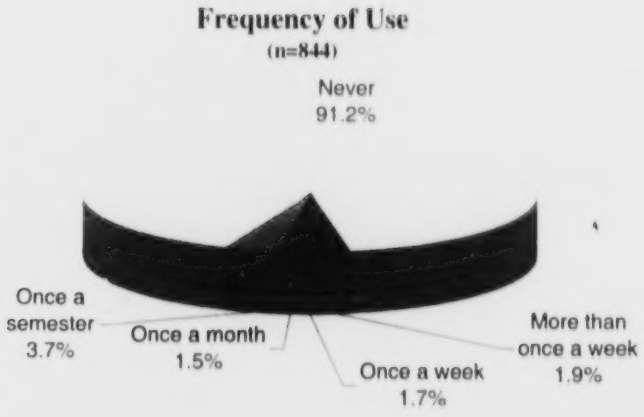
Overall Impression

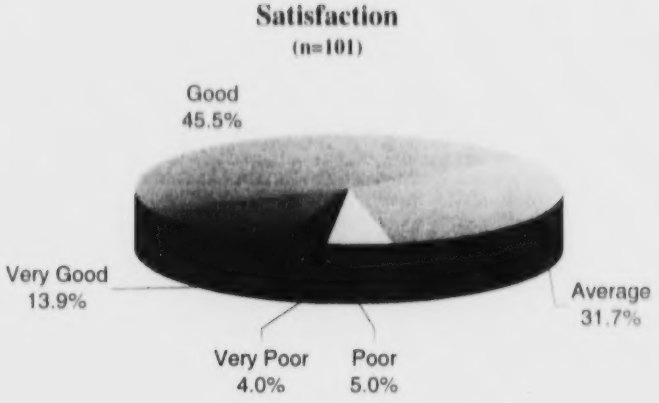
McWherter Library - Overall Use





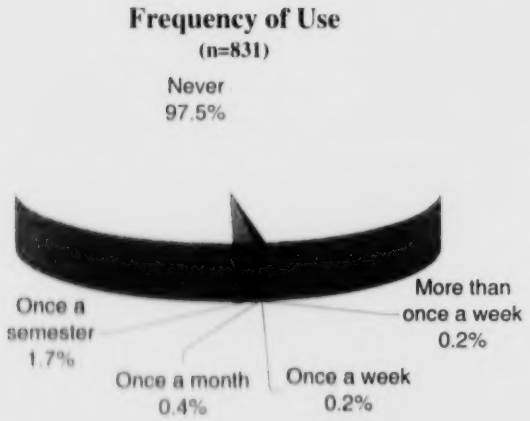
Chemistry Library - Overall Use

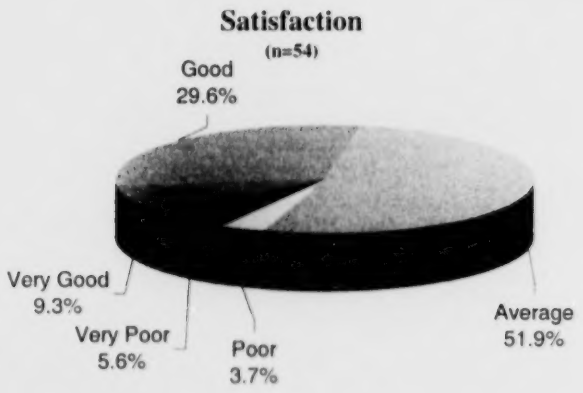




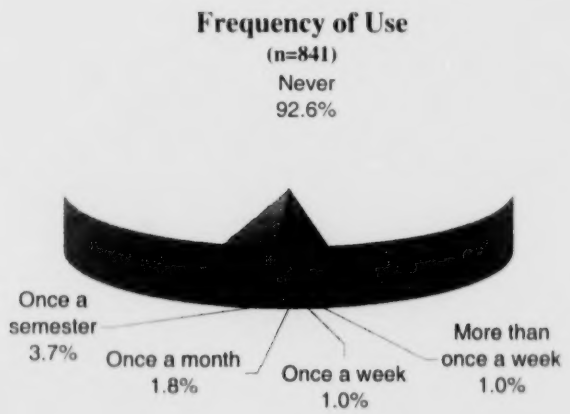
Overall Impression

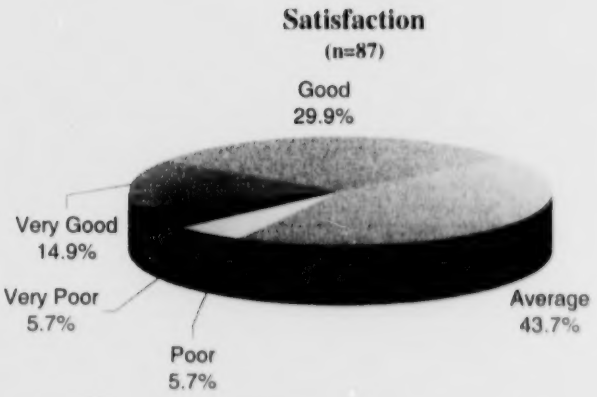
Earth Sciences Library - Overall Use





Math Library - Overall Use

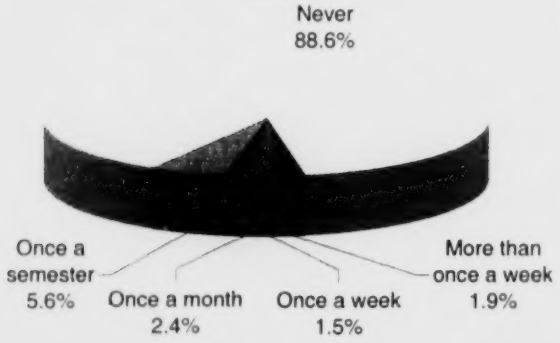




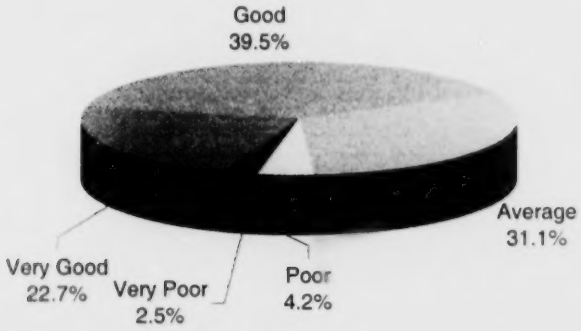
Overall Impression

Music Library - Overall Use

Frequency of Use
(n=842)

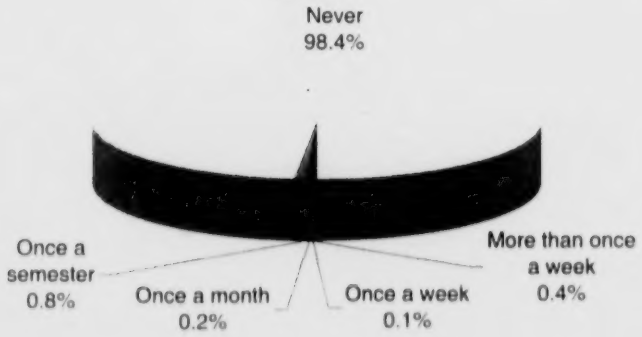


Satisfaction
(n=119)

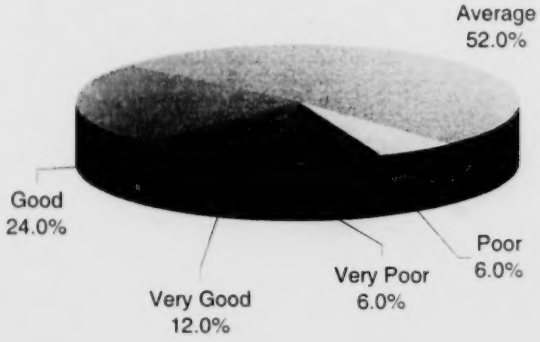


Audiology and Speech Pathology Library - Overall Use

Frequency of Use
(n=830)

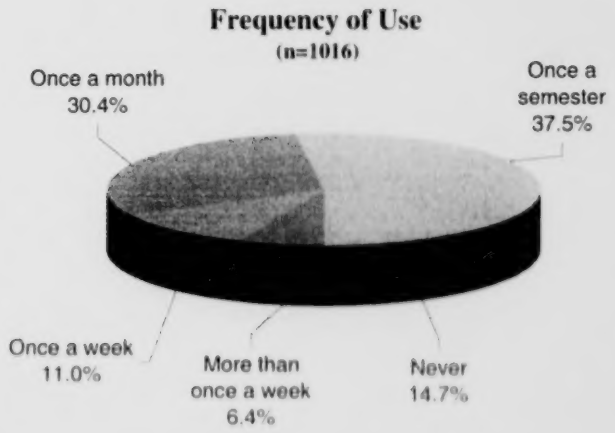


Satisfaction
(n=50)

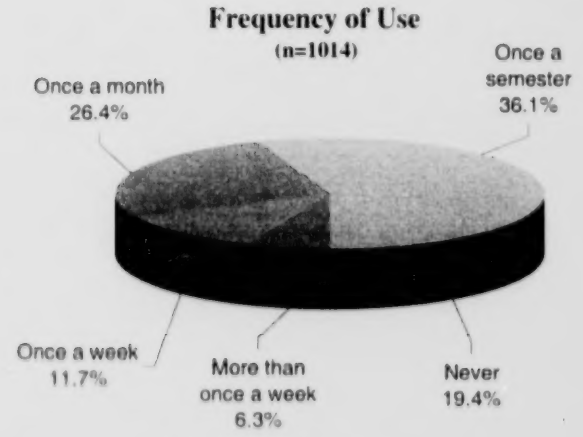


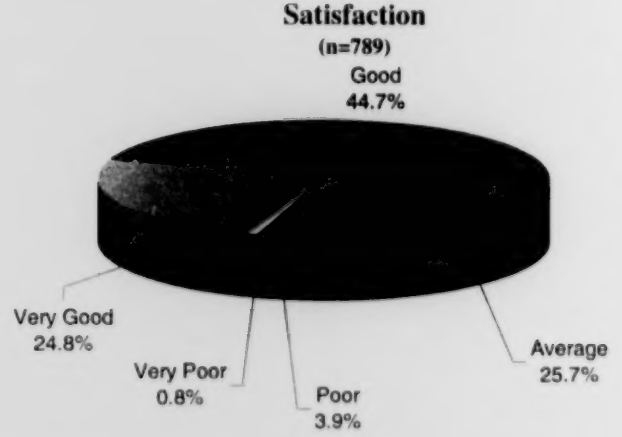
Resources

Books



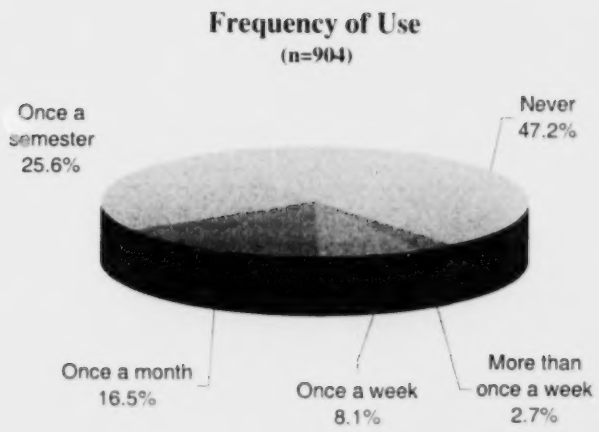
Periodicals

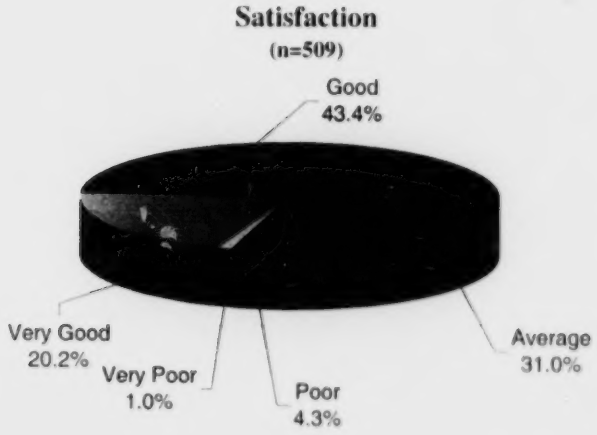




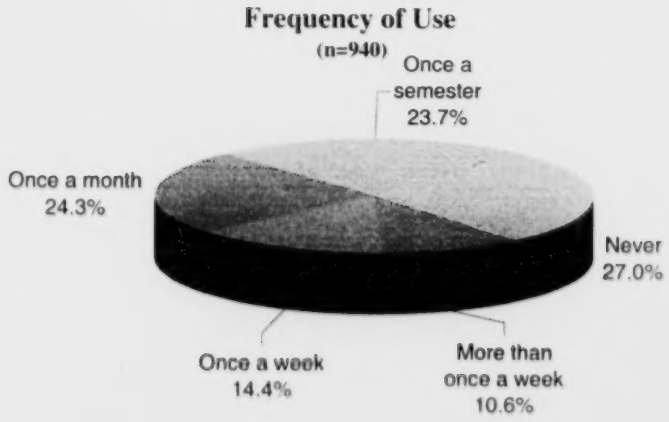
Resources

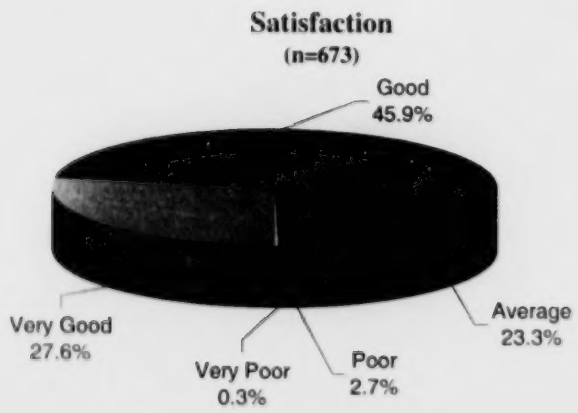
Journal Indexes





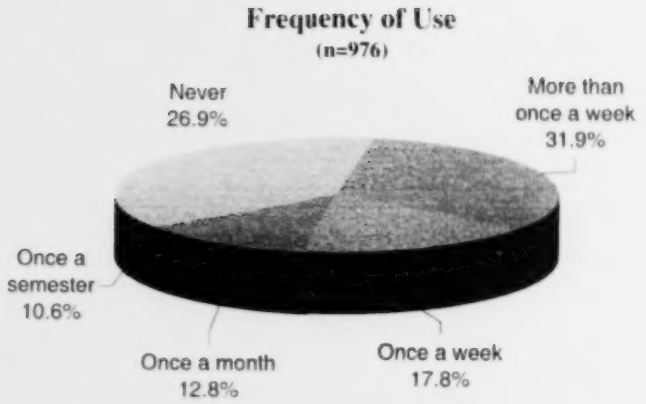
Databases

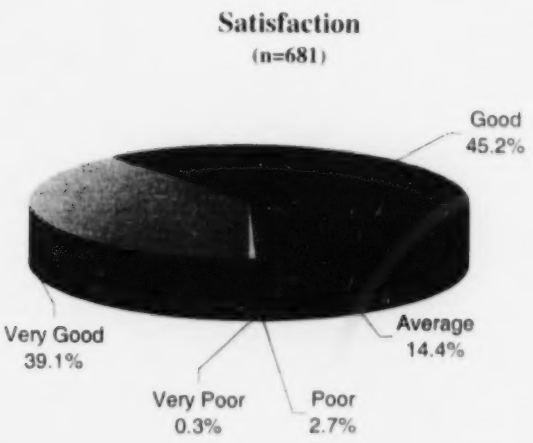




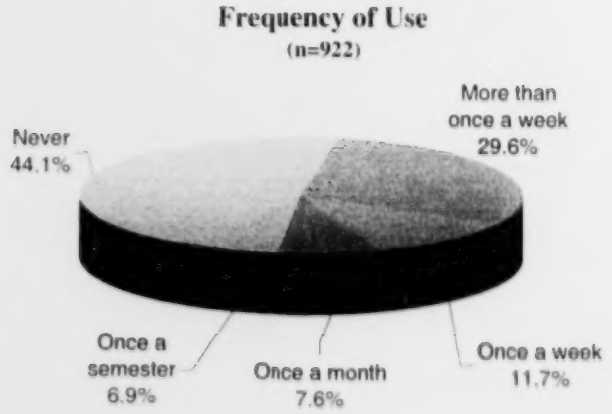
Resources

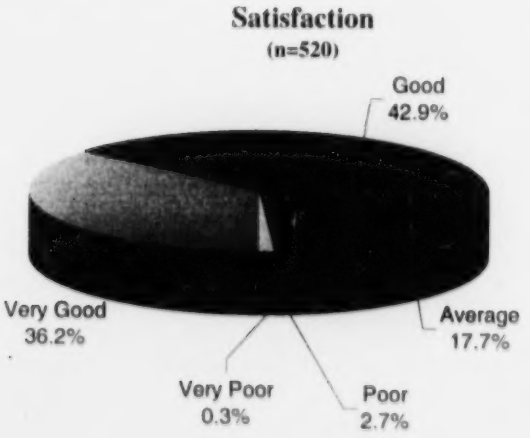
Internet





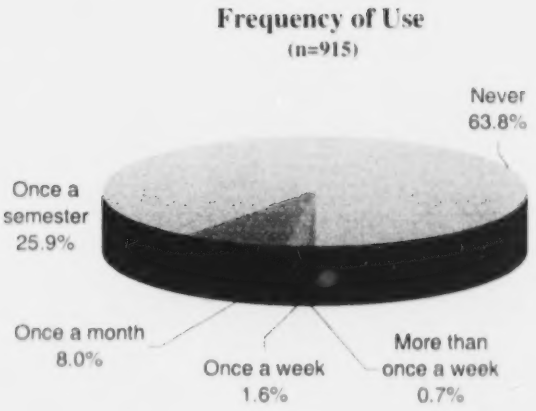
Email/Listservs

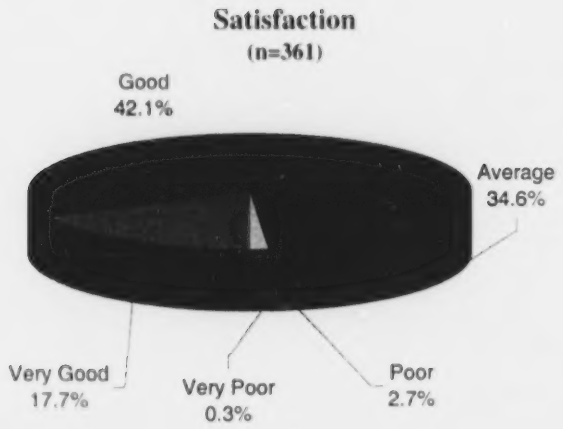




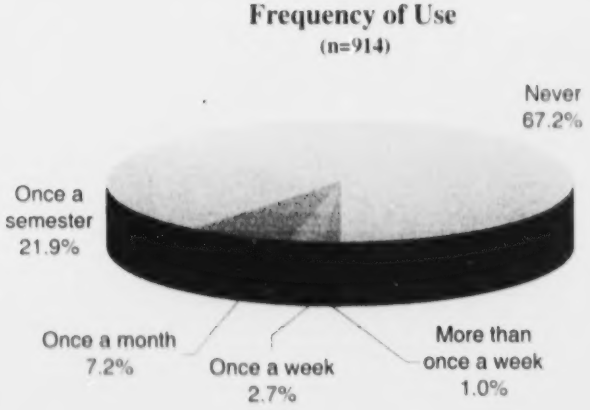
Resources

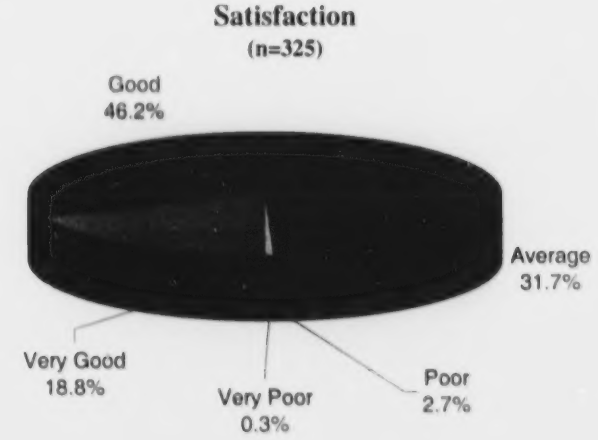
Microforms





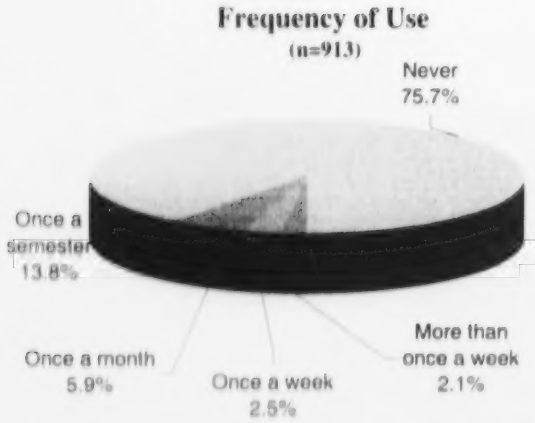
Government Publications



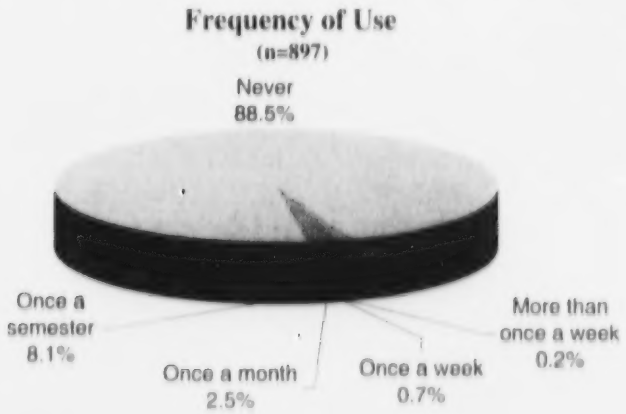


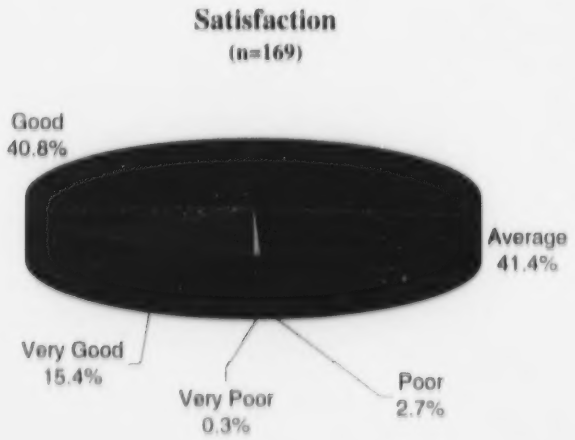
Resources

Audiovisuals



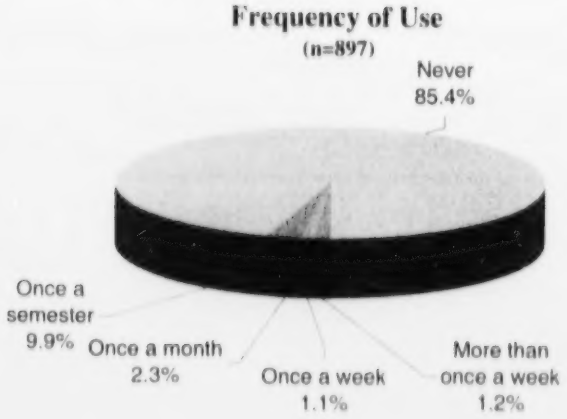
Maps

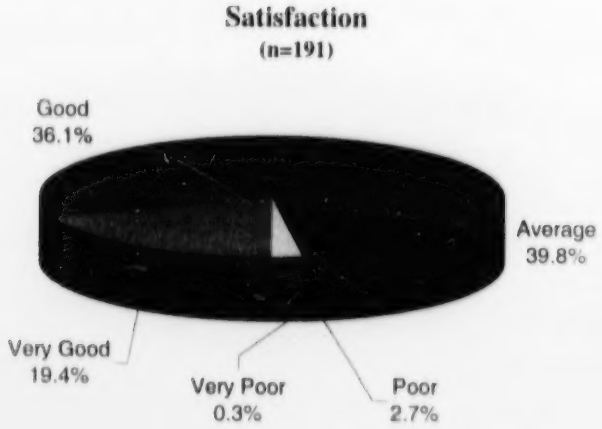


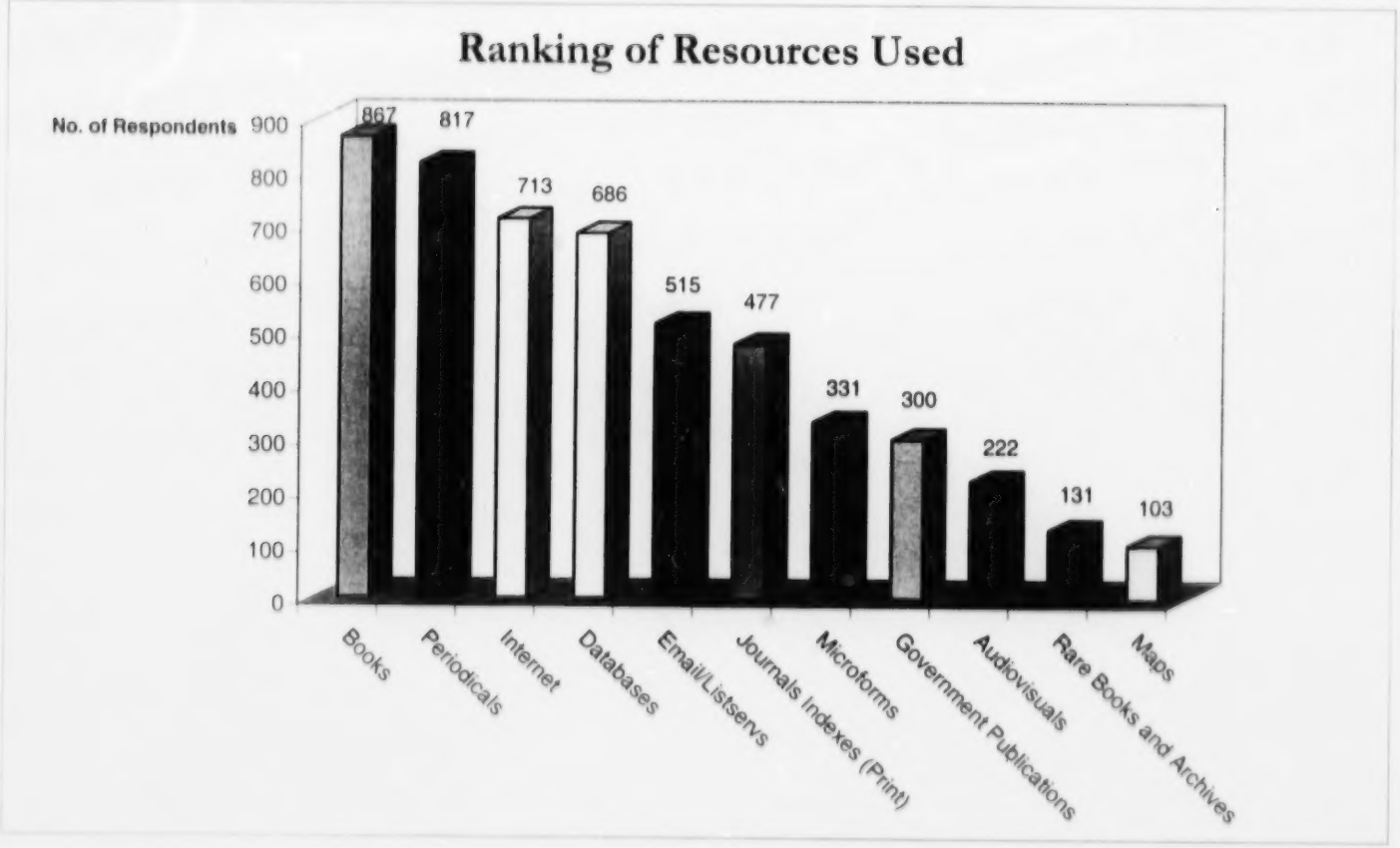


Resources

Rare Books and Archives

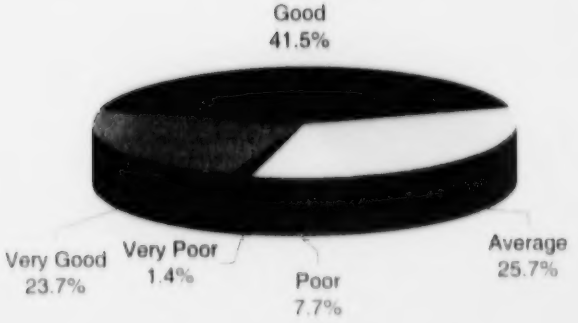




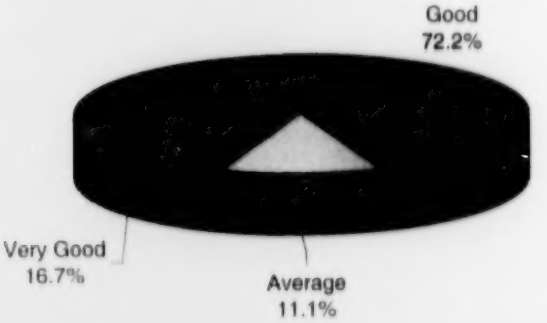

Ranking of Resources Used
No. of Respondents
900
800
700
600
500
400
300
200
100
0
867
817
713
686
515
477
331
300
222
131
103
Books
Periodicals
Internet
Databases
Email/Listservs
Journals Indexes (Print)
Microforms
Government Publications
Audiovisuals
Rare Books and Archives
Maps

Availability of Materials

McWherter
(n=945)

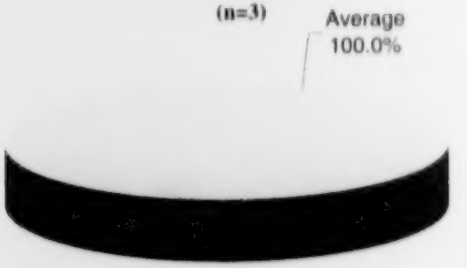


Chemistry
(n=18)



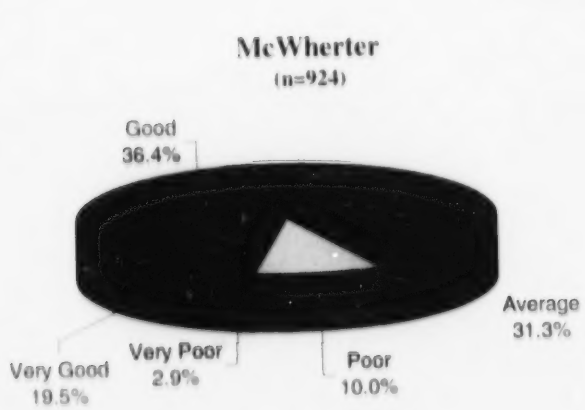
Earth Science
(n=1)

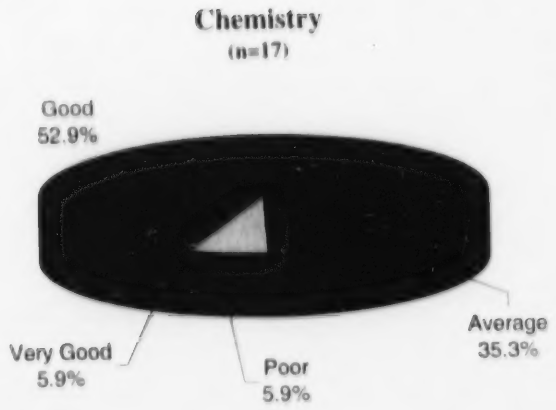
Mathemathics
(n=3)



Availability of Materials

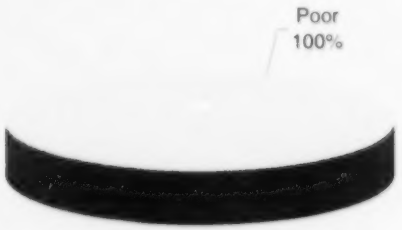
Ease of Finding Materials



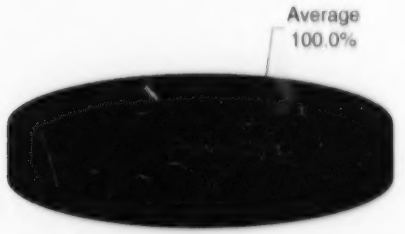


Ease of Finding Materials

Earth Science
(n=1)



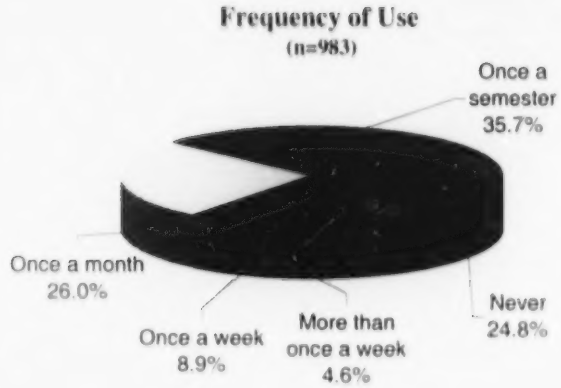
Mathemathics
(n=2)

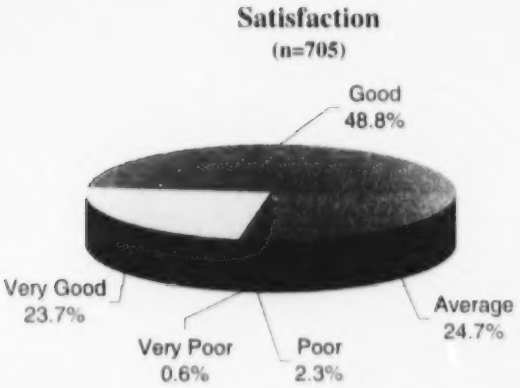


Music
(n=22)

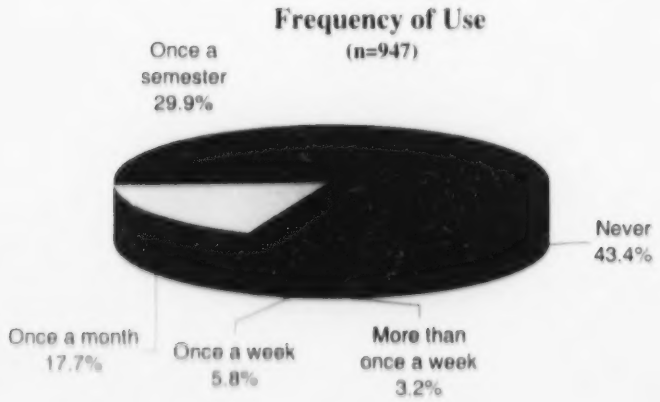
Services

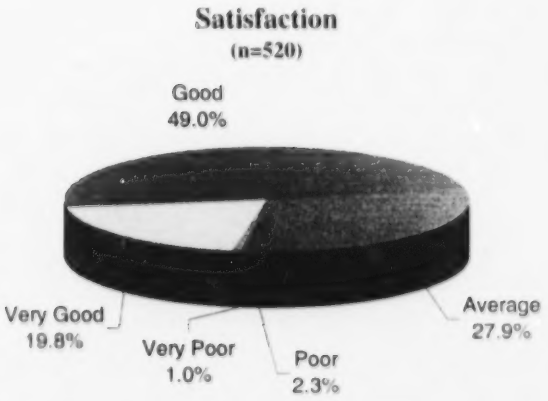
References Services





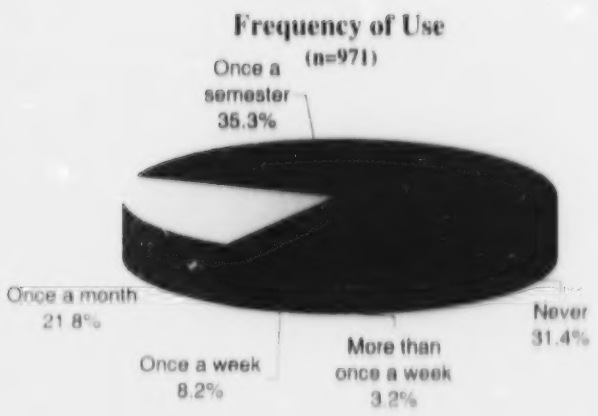
Circulation Services



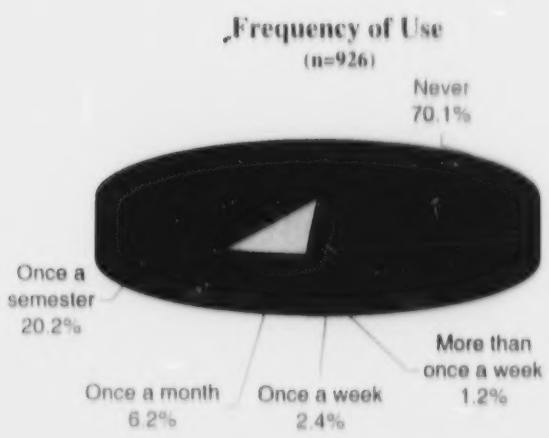


Services

Periodicals Services

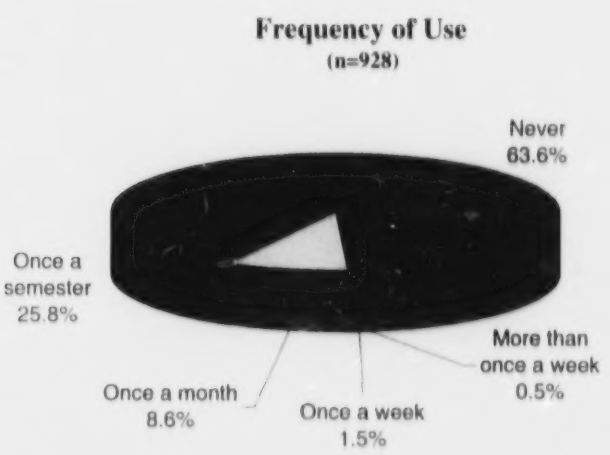


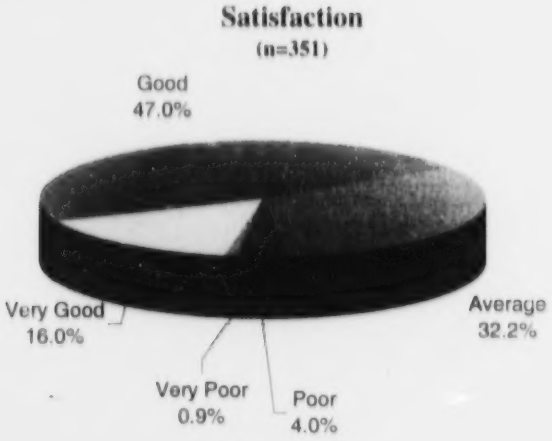
Government Publications Services



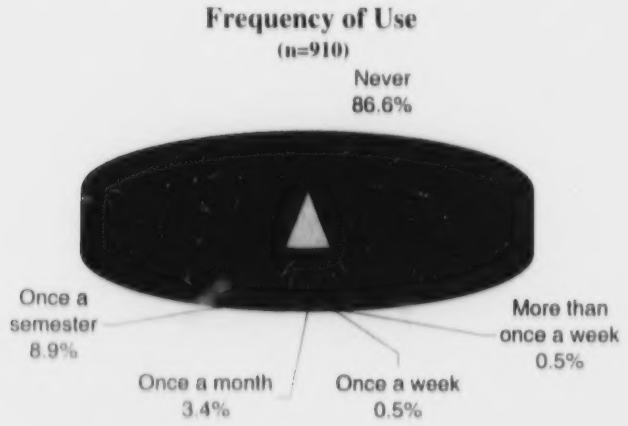
Services

Microforms and AudioVisuals Services



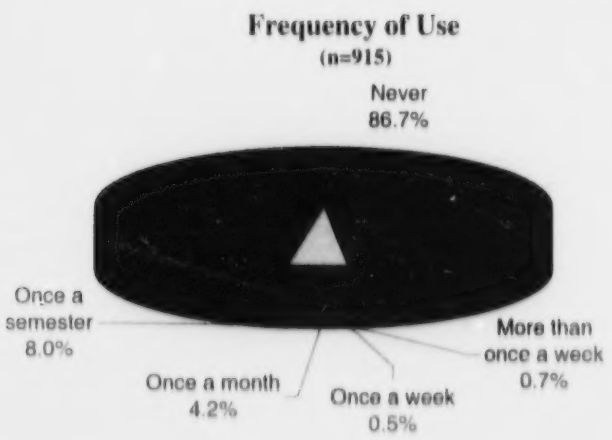


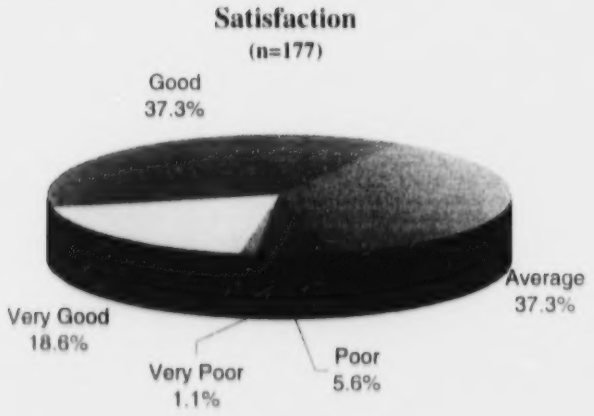
Special Collections Services



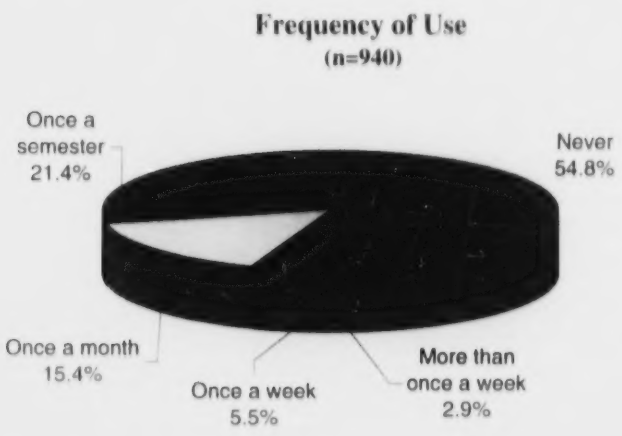
Services

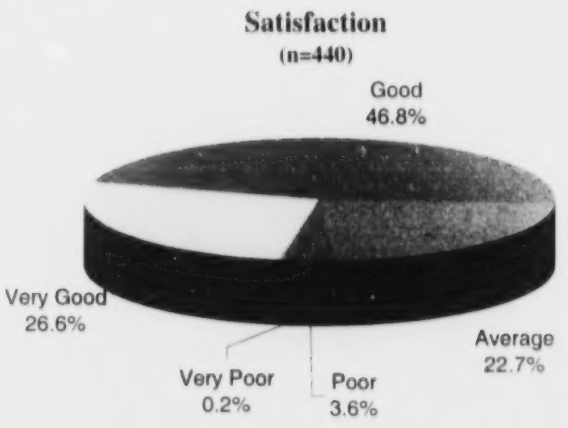
Interlibrary Loan Services





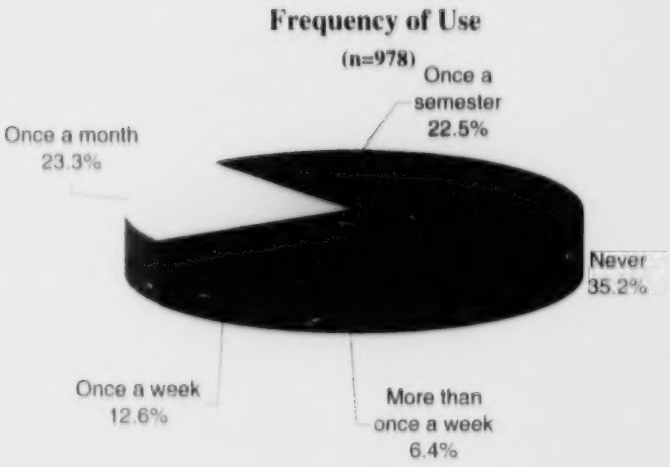
Reserve Room Services

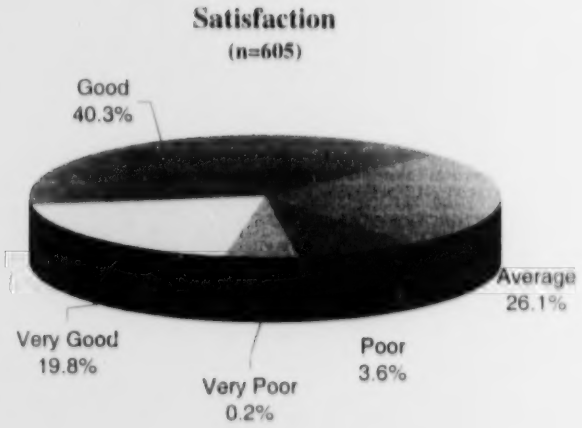




Services

Copy Center Services





Appendix G
Comments: Categories Used for Content Analysis of Comments

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories used for Content Analysis of Comments

Categories	Frequency
Availability-don't find what I need/poorly organized /resources-need better organization	86
Availability-find what I need/library well organized	35
Availability-find what I need-Music	1
Availability-hard to find what I need without help - Government Publications	1
Availability-hard to find-Special Collection	1
Availability-Map Library-poorly organized	2
Books turned in not recorded/fines charged wrongly	3
Books-collection not diverse enough	11
Books-dated	44
Books-dated-education and physics/science and technology	3
Books-dated-Music Library	1
Books-easy to find	2
Books-hard to find/LC system is complicated/need better organization	37
Books-missing/not on shelf/misshelved/need more reshelving	42
Books-need books used in classes	3
Books-need more	31
Books-need more- ADA handicapped standards, art, children's literature, criminal justice, cultures, education, engineering, general reading materials, history, interior design, literature, nursing, political science, popular reading materials, religious books	15
Books-need more-on tape for the blind	1
Books-need multiple copies	6
Books-need to replace lost books	2
Card catalog-cannot find/need	2

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories used for Content Analysis of Comments

Categories	Frequency
Computers/computer system-good	10
Computers/computer system-slow/need to update	5
Computers-confusing/need to be more user friendly/susceptible to tempering by students	9
Computers-confusing/need to be more user friendly-Music Library	1
Computers-don't like	1
Computers-down	8
Computers-for disabled-need to update	1
Computers-need better Internet browsers/need high speed online and video cards	5
Computers-need more	35
Computers-need more-3rd and 4th floors	2
Computers-need more-Chemistry Library	1
Computers-need more-Music Library	1
Computers-need to add software (MS-Word)	2
Copiers/readers/VCR's-microforms-need more	16
Copiers/readers-microforms-need repair	5
Copiers-card machine - Music - need	4
Copiers-change machines-inadequate/useless/dispense quarters when dimes needed	12
Copiers-change machines-need more	5
Copiers-Chemistry-needs replacement	1
Copiers-Math Library-need	1
Copiers-Microforms-Music library-need more	2
Copiers-need color copier	2

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories used for Content Analysis of Comments

Categories	Frequency
Copiers-need more	21
Copiers-need new faster copiers, need to update	1
Copiers-needs replacement	3
Copiers-often broken/old/not good	46
Copies should be free	11
Copies too expensive	24
Copy center-need in other buildings (i.e. Business, English, Math)	1
Copy center-not easy to access	2
Did not know/learned about an unknown branch	12
Did not know/learned about an unknown service	33
Don't use library	54
Facilities for disabled-good	1
Facilities/library is great-McWherter/nice and clean/like study desks/like handicapped access	85
Facilities-bathrooms-urinals too low	2
Facilities-floors and stairs slick	1
Facilities-lighting- too dark	8
Facilities-Math-poor	1
Facilities-McWherter-temperature too cold	26
Facilities-McWherter-temperature too hot	4
Facilities-Music Library-good	1
Facilities-need entrance on the east side	2
Facilities-need more study rooms	1

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories used for Content Analysis of Comments

Categories	Frequency
Hours-Chemistry-need longer	1
Hours-ILL-need longer at night	1
Hours-Math Library-need longer	1
Hours-McWherter-24 hours	32
Hours-McWherter-24 hours during finals	2
Hours-McWherter-adequate	2
Hours-McWherter-need earlier in the morning	7
Hours-McWherter-need longer	33
Hours-McWherter-need longer at night	15
Hours-McWherter-need longer on breaks	3
Hours-McWherter-need longer on weekends/need open till midnight	21
Hours-Special Collections-need longer at night	3
Instruction classes-don't know about Instruction Lab	3
Instruction classes-need more	1
Instruction classes-need to post classes	2
Instruction classes-never been shown how to use library	1
Instructions-online for accessing from off-campus-need more	2
Instructions-written/Handouts/-need more	13
Instructions-written-don't use	1
Journals-current periodicals on microfiche frustrating	1
Journals-doing research is difficult/complicated	2
Journals-full-text need more	7

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories used for Content Analysis of Comments

Categories	Frequency
Journals-hard to find/not there	28
Journals-Music Library-dated	1
Journals-need more	34
Journals-need more-biological science, cinema studies, criminal justice, education, engineering, health, international magazines, medicine, MIS, neuroscience, nursing, organized crime, psychology, science, social work,	39
Journals-need to update	2
Journals-nursing-need to share within city	2
Libraries-confusing/intimidating/big/afraid of-McWherter	10
Libraries-need cafe	4
Libraries-not user friendly-McWherter	3
Libraries-user friendly-McWherter	3
Library use-group study rooms	1
Library use-to find materials	8
Library use-to study	11
Magazines-need more	7
Online catalog-confusing	6
Online catalog-hard to find plays, poems, magazine articles	1
Online catalog-need to be updated	8
Online catalog-need to get rid of lost/missing book records	4
Online catalog-needs entry for everything (microforms, periodicals, special collections)	2
Online catalog-needs to show books available at McWherter and branches only (not JSCC, DSCC, SSCC)	2
Online database access-slow	8

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories used for Content Analysis of Comments

Categories	Frequency
Online databases-ability to email full text journals-like	1
Online databases-access off campus-don't use/don't know	9
Online databases-access off campus-good	1
Online databases-access off campus-hard / slow / confusing	20
Online databases-access off campus-like	3
Online databases-confusing	11
Online databases-don't use /don't know how to use	13
Online databases-good/useful/easy to access/great/easy to use	35
Online databases-need more (Commercial Appeal, ABI-Inform, finding scores)	5
Online databases-need to be updated	9
Online databases-poor-searching capability is poor/difficult to use	11
Online databases-printing from all databases not good	2
Overall comments-poor/dissatisfied	5
Overall comments-very well managed/helpful/satisfied/good	23
Parking-need better lighting	5
Parking-need closer parking/inconvenient/poor	17
Parking-need free parking	2
Parking-safety is a concern	6
Printing centralized-problematic/don't like	2
Printing-too expensive/ should be free	5
Referred to other libraries in town	31
Resources on computer-useful/good	1

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories used for Content Analysis of Comments

Categories	Frequency
Resources-CDs-undergraduates need overnight check-out	1
Resources-Internet capabilities-need improving/need more phone lines/need to make hook-up/connecting easier from home/hard to dial into the University network	6
Resources-McWherter-good/adequate	22
Resources-McWherter-need Fax machine	1
Resources-McWherter-need more/dated/need improvement	29
Resources-McWherter-need more/need more recent (african american, criminology,domestic violence, hispanics,minorities, scholarship information)	10
Resources-Music Library-need more	2
Resources-Music Library-need more music recordings/percussion ensemble	2
Resources-Reserve Room need to be open stacks/Reserve materials hard to get	4
Resources-Special Collections-good	2
Resources-videotapes/audiotapes need to check out -Microforms	6
Safety-need security at night/need better lighting around the library	9
Safety-telephones-need more blue phones behind library	1
Services-Copy Center-not good	3
Services-good/excellent	19
Services-good-ILL	4
Services-Government Publications-good	2
Services-Microforms-good	1
Services-need to inform students /explain more to students	4
services-Periodicals-good	2
Services-poor	1

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories used for Content Analysis of Comments

Categories	Frequency
Services-Reserve Room-good	4
Services-Reserve Room-not good	7
Services-Special Collections-good/ helpful	1
Signage-not adequate	7
Staff approachable/knowledgeable	6
Staff helpful/friendly/good/excellent	83
Staff helpful/friendly-Periodicals	1
Staff helpful-Copy center	1
Staff helpful-Government Publications	6
Staff helpful-ILL	1
Staff helpful-Microforms	2
Staff helpful-Music Library	5
Staff helpful-Reference	10
Staff helpful-Reserve Room	1
Staff helpful-Special Collections	3
Staff knowledgeable	3
Staff knowledgeable-Reference	2
Staff need to be more helpful to the disabled	1
Staff not at the desk-Reserve Room	7
Staff not friendly/not polite/not helpful	57
Staff not friendly-Copy Center	8
Staff not friendly-Microforms	9

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories used for Content Analysis of Comments

Categories	Frequency
Staff not helpful/friendly/service not good-Circulation	7
Staff not helpful/friendly-Copy Center	2
Staff not helpful/friendly-ILL	4
Staff not helpful/not friendly-Math	1
Staff not helpful/slow-Reserve Room	10
Staff not helpful-Copy Center	10
Staff not helpful-Microforms	4
Staff not helpful-Music	1
Staff not helpful-Periodicals	3
Staff not helpful-Reference	3
Staff not helpful-Special Collection	1
Staff not knowledgeable/not approachable	12
Staff not knowledgeable-Microforms	2
Staff not knowledgeable-Reference	1
Staff not knowledgeable-Reserve Room	1
Staff not polite-InterLibrary Loan	1
Staff professional/competent	2
Staff too many referrals	1
Staff-need customer service training	4
Staff-need customer service training- Reserve Room	3
Staff-need more	15
Staff-need more assistance	6

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories used for Content Analysis of Comments

Categories	Frequency
Staff-need more-Government Publications	1
Staff-need more-Reserve Desk (need to wait 10+ minutes.)	1
Staff-need to help find books-Circulation	6
Staff-never/don't ask help	13
Student workers-helpful	2
Student workers-not helpful/unfriendly/uncooperative	3
Study Room-reinstate study room at McWherter entrance/need to provide 24 hour study room	6
Survey instrument-poorly designed/too complex/ need option for "don't use" or "n/a"/too long	3
Tigerlan-access off-campus- password need longer validated	1
Tigerlan-computers pleased	3
Tigerlan-email need to be accessible from off campus	1
Tigerlan-need enough storage for email	1
Tigerlan-need more computers	8
Tigerlan-need more helpful staff	4
Tigerlan-need more staff	1
Tigerlan-need printers on 3rd floor	1
Tigerlan-need study tables	2
Tigerlan-not big enough/not enough computers	4
Tigerlan-staff-need to be able to converse in English	2
Tigerlan-too hot	1
Use library resources only from Web	7
Total	**1874**

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Appendix G
Comments:
Categories with Over 15 Responses with Representative Comments

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories with over 15 responses with representative comments

Categories	Frequency
Availability-don't find what I need/poorly organized /resources-need better organization	**86**
I sometimes have a difficult time finding in-depth research for projects.	
The main library is very big, but I can never find the books I am looking for, i.e., it is poorly organized.	
Library sources are very difficult to find, too.	
I have found that it is difficult to find materials.	
McWherter Library seems a bit complicated.	
Too hard to find what you're looking for. Not enough people available to help.	
Most of the time is doesn't have what I need in the way of research materials (articles, books, magazines). The only good part is the reserve room.	
Very hard to get started in the right direction. There needs to be more personal help.	
I do not use this library very often because I find it difficult to find things and difficult to find someone to help!!	
Materials are not available or often too difficult to find.	
They are not always easy to find, and the librarians are not always helpful.	
The materials I have needed have been there, but I find it difficult to locate them.	
It is very difficult to find out which area to go to. Once getting in the right area, oftentimes I can't find the item.	
I have always had a hard time finding materials I need at McWherter.	
Availability-find what I need/library well organized	**35**
I find the library very user friendly, I have never had any trouble finding what I have needed by myself or with assistance.	
Relatively easy to find books which is always good.	
The McWherter and Music Libraries are wonderful. They are always in order and I can always find what I need.	
Although it is very big and sophisticated, it is not hard to find what is needed.	
The McWherter library helped me tremendously when I was looking for research for my term paper.	
It is organized well and is a good environment for students.	
It is laid out in a way that is easy to find material.	
All materials have been available at my convenience.	
When I need to use a certain source I can go to the library and find a lot of materials most of the time. It becomes easier.	
The materials are set up in an easy to find fashion, and staff is always willing to help.	
When there is a recent issue of what I'm looking for I find it very easily. The layout is very logical.	
I enjoy using the library. It is very well laid out and everything is easy to find.	
I read a lot of books. I have been able to find all books searched for. I have just begun making use of the periodicals, microforms, and reference areas; yet I will try to use more often. Books , resources are in correct order and in place.	

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories with over 15 responses with representative comments

Categories	Frequency
Books-dated	**44**
McWherter has a lack of new/modern books.	
Books very dated for most of my research needs.	
The Music Library has a lot of outdated information. The majority of the books are very old and most periodicals are too.	
Lets see more modern titles. (especially in education, physics, etc.)	
Books need updating.	
The books are out dated if they are there.	
I think the McWherter library needs to renew its books because most of them are too old. However there are enough computers now.	
Books are generally old and from 1970's- if not older - need to be updated.	
Many books are too old, especially the science and technology texts.	
Many books are outdated or unavailable.	
Again most books are too old for research purposes.	
Need more up to date books.	
McWherter library is beautiful yet it has very few current books.	
Books are not very up to date and professors will not allow us to use books that are older than 5 years!!	
Books-hard to find/LC system is complicated/need better organization	**37**
The organizational system used (BZ 143.21 PV, etc.) is baffling and largely incomprehensible. One must make heavy use of the computers to find anything.	
The books need to be in better order.	
Books are hard to find by their numbers. Many journal listings on the computer not available.	
Hard to find books sometimes; arrangement of books rather confusing.	
Have had trouble in past locating book in stacks that was listed as available on tomCat.	
The organization of books is spacey and confusing.	
Why not use the Dewey Decimal system? With that system, I usually know where to go without looking anything up.	
The way the letters are listed on the book shelves are confusing.	
Shelves are confusing.	
Need a clearer organizational system for books.	
Books-missing/not on shelf/misshelved/need more reshelving	**42**
I enjoy the library. However when I come to find a book the computer says it is in but it is not on the shelf. This happens a lot!!!	
Many times the things you need are not where they are supposed to be.	
Each time in the past semesters that I have used the McWherter library and returned my art books, someone in that library seems to like misplacing my books upon reshelving, thus causing me to have an unnecessary bill of fines each semester.	

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Categories with over 15 responses with representative comments

Categories	Frequency
Make sure if the computer says the book is there, that it is on the shelf.	
I have had problems finding books that are listed as available in the catalog , or I find them in the wrong place.	
Some sources that the library is supposed to have are not there.	
Books that are said on the computer to be there, are never there - staff unfriendly sometimes.	
In general good, though I am sometimes frustrated by attempting to find books listed as being in the library and yet they are not on the shelves. I do check the oversize section.	
Many books in McWherter are not in the correct place on shelves. And there is NO ONE to help locate the books by computer tracking or physically going to look for them.	
It is all too often that materials I need are not where they should be. The computer says that the items are available, but are not where they should be.	
Books-need more	**31**
Poor selection is why I rarely use McWherter Library.	
Main needs more books, both old and new. Maybe make a deal with the Friends of the Library to obtain some of the book sale books.	
Again, lack of books, etc. Hampers my ability to do any serious research.	
More books are needed on all subjects.	
Books-need more- ADA handicapped standards, art, children's literature, criminal justice, cultures, education, engineering, general reading materials, history, interior design, literature, nursing, political science, popular reading materials, religious books	**15**
I am in EL.ED. And the Library has too few children's books.	
Books are not up-to- date, no modern art books, interior design books are very lacking - More books not on design but on decorating - we don't have a decorating program here.	
Need more copies of books on different cultures, history and experiences.	
Need more current books - Some areas need frequent updates; for example, books outlining ADA (Handicapped) standards for building construction are updated every few years; we need current books and to use these standards in our designs.	
Computers-need more	**35**
Need more computers.	
I would give a very good rating if there were still more computers. Even after the new lab on the 1st floor.	
Need more computers.	
There are not enough computers available for the number of students attending this University.	
It 's fine, but I think we may need a few more computers with internet connection.	
There should be more workstations on every floor.	

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories with over 15 responses with representative comments

Categories	Frequency
We need more computer terminals that are up to date. There is a good amount of listening stations.	
Need more computer workstations.	
More computers with printers.	
Copiers-need more	**21**
Could use more copiers, have to wait.	
The library needs more copiers. When they break, they need to be fixed quicker.	
Copy machines are always out of order or being used by people to make an obscene amount of copies. To get only one page I have to wait 15-30 minutes.	
Need more copiers -- please service copiers more often.	
The copy center is often very crowded and you have to wait forever. Need more copiers. Too expensive!	
New faster copiers.	
Copiers/readers/VCR's-microforms-need more	**16**
I have had problems in Microforms Dept: waiting to use two of the printing machines.	
Need more viewers and copiers for Microfilm and Microfiche.	
Need more microfilm machines that you can print from.	
Microfilm machines are either hard to use, hard to read, or broken every time I use them.	
Microforms need more copiers and viewers that work!	
Need more VCR's with headphones that work - it would also be helpful to monitor them - I have waited for other students to finish watching soaps.	
Copiers-often broken/old/not good	**46**
Copy machines are often broken.	
Copiers are not up to date.	
Copy machines often do not work. They are expensive.	
Copy machine needs to be replaced.	
Photo copy machines often broken.	
On the periodicals floor - 1 of 5 copiers worked	
Copy centers operating use 40-50% of their capability; i.e., many machines are either broken or out of paper.	
Copy center needs a better method of paying for copies. Change could be provided at the circulation or copy desk.	
Not enough copy machines and not always working and should not take only dimes.	
Need more copiers -- please service copiers more often.	
The copiers are frequently broken, Tigercard is ok, but more change machines are needed.	
The copiers are out of order or there is a long line waiting to make copies. The center will not make copies.	

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories with over 15 responses with representative comments

Categories	Frequency
The ability to provide change would be a huge convenience.	
The copiers only take dimes, yet the change machines give quarters- which are totally useless.	
Copies too expensive	**24**
The money to make copies is hard for me. I may not have money.	
The copies are overpriced, and printing is too expensive compared to Tigerlan, where it is free.	
The price for copying is absolutely ridiculous. Kinko's is even less costly.	
Copies are a little expensive.	
Copiers are too expensive and copy fund is not always convenient.	
Copy fees are too expensive - look how much people waste on campus copiers that are not charged - students are over charged.	
Did not know/learned about an unknown service	**33**
I was unaware that there was web access in the library. The computer lab has had a waiting list when I've tried to use it.	
I did not know that the library had an instruction lab.	
I did not know some of these resources were available on or off of campus.	
I don't even know what half these services are, never knew they were available.	
Only been to McWherter; what's the interlibrary loan office.	
Don't use library	**54**
This is my first semester and I haven't had a need to use the library.	
I haven't used the libraries in years.	
Never use it.	
I have never used U of M Libraries.	
I just don't use the library much due to lack of need.	
I don't use the libraries that often, because I haven't been required to lately.	
I don't use the libraries on campus because I would rather in a smaller, more personal building.	
The reason I don't use the library any more is because my degree is in business, and we don't do many research type papers that would need the libraries resources.	
Just don't use the library, period. Never need to.	
Cannot rate - don't use regularly yet.	
Facilities/Library is great-McWherter/nice and clean/like study desks/like handicapped access	**85**
The library always looks great.	
The overall library appearance as well as services are excellent.	

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories with over 15 responses with representative comments

Categories	Frequency
The main library is very well kept and pleasant.	
Nice building - good location	
The McWherter library is nicely laid out and is well equipped.	
Clean restrooms; very nice new facilities.	
Prettiest library I have ever been in!	
the bathrooms are always very nice and clean. I'll go to the library whenever I need to use the bathroom.	
It is a great place to study and work on projects.	
Bathroom access by pushing a button - phenomenal!	
It's also the best looking building on campus - I wish the engineering building looked that good.	
The library is always a good place to study, its clean, well lighted etc.	
Facilities-McWherter-temperature too cold	**26**
Sometimes it's too cold in McWherter.	
Temperature - Too cold.	
It is often very cold in the library.	
Sometimes too cold in summer.	
The study rooms are too cold.	
Always too cold.	
It is always freezing in the library, especially the group study rooms.	
Hours-McWherter-24 hours	**32**
Needs to remain open 24 hours (the Main area).	
Need longer hours, need 24 hours library services.	
The McWherter library should remain open 24 hours to better suit our needs.	
I understand that people do have lives outside of the library, but I feel that at a higher learning institution the library along with all its resources should be open 24 hours.	
Almost need a 24 hours library.	
It would be more helpful and convenient if the library were open 24 hours. Some people don't get a chance to do research until late at night.	
The library needs to be open 24 hours.	
There is no reason why a university can't have a 24 hour library. This school needs to catch up with the better universities.	
Operating hours should be 24 hours on at least one of the days during the week. Some people living in the dorms study at night and may need a quiet place to study.	
I wish the library had a 24 hour study room (especially during finals).	
Need to have more hours on Sunday and a larger 24 hour room/area.	

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The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories with over 15 responses with representative comments

Categories	Frequency
U of M library should have a 24 hour study area since the tables are taken out of the Tigerlan.	
Hours-McWherter-need longer	**33**
Need longer hours.	
Majority of us work or have families, so we need a library convenient to us . The hours need to be longer.	
The library should extend its hours later.	
The library should be open longer to better accommodate students who work , as well as, go to school.	
When the university has breaks (spring,fall) we still have research to do but the library has special hours. These hours are hard to meet when on has to work or a child. It could be open longer.	
Especially on weekends, it is a problem for many students to not have access to the library earlier-please reconsider extending and lengthening hours, especially during mid and final semester periods.	
For those of us who work full time & are in class until 9p.m. every night, the hours are not enough.	
Please leave the library open longer 24 hours or until 2 a.m. like most other major universities.	
Library should be open 24 hours a day during the week and open longer hours on the weekend.	
Please consider keeping the library open for longer hours. Be considerable of students who work long hours and don't get off work until 1 or 2 am.	
Hours-McWherter-need longer at night	**15**
Wish library was open longer at night and Special Collections was open at night.	
The library could stand to be open later at night.	
Could be open a bit later for those of us who have full load of classes and work.	
Need longer hours at night before and during final exams.	
Hours-McWherter-need longer on weekends/need open till midnight	**21**
Better hours especially on Sundays.	
Hours on Friday and Saturday need to be longer.	
Stay open later on Fridays.	
The hours should be later on weekends because that is when students can do the most studying.	
Should have longer hours on Sunday - this is a huge study day.	
Open up before 1 p.m. on Sundays. It's freezing in the lab.	
The hours should be longer on Sundays. I was shocked to know they close at 6:00 PM.. Extremely unacceptable coming from another university. That was unknown to me.	
Need to stay open later on Saturdays and Sundays.	
Journals-hard to find/not there	**28**
I find it very hard to find periodical sources and journal sources.	

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories with over 15 responses with representative comments

Categories	Frequency
I don't care for the journal indices, I think they are confusing and hard to use, however I don't use them very much and that may be why.	
Finding periodicals and journals can be difficult sometimes.	
Journals are never where they should be if the library carries them.	
Hard to find periodicals, especially.	
The process for finding journal articles here is extremely difficult.	
Need a simpler way to see if you have journals on shelf (through computer).	
Journals-need more	**34**
The periodicals that we find in the databases are not in the library.	
Needs larger, extensive periodical section. Expand number and types of periodicals. Need newer publications in books.	
Would like to see more subscriptions to more journals.	
There need to be more journals subscribed by the university. A campus this size should have just about every magazine imaginable.	
The problem is that the titles of journals listed on the databases are rarely kept at the U of M library.	
Many times the materials I look for especially journals, are missing.	
Did not have very many journals that I needed.	
Not enough periodicals, journals, newspapers and magazines for research.	
Get more journals, so I don't have to use other universities libraries.	
Did not have very many journals that I needed.	
The periodicals and journals are never the ones I need. The database gives me several choices and then the library never had any of them. Or maybe they do and I can never find them.	
Journals-need more-biological science, cinema studies, criminal justice, education, engineering, health, international magazines, medicine, MIS, neuroscience, nursing, organized crime, psychology, science, social	**39**
Not enough social work journals.	
Very few nursing periodicals.	
The McWherter Library needs a good nursing section with current material like Nursing Journal and current editions of books.	
Not enough biomedical/nursing journals - every journal I need our library didn't have (out of dozens). Need more that are helpful with scientific research articles related to nursing medicine.	
I encounter problems with art magazines, the articles I need (found in art index) are never included in collection (esp. Art week, American craft). Same with books the one I 'm trying to locate is never where it should be.	
The problem area is the lack of journals - specifically MIS. You subscribe to, but it is missing from the shelves.	
Not enough periodical journals dealing with issues in organized crime.	
Most engineering journals don't seem to be in when needed. Most engineering books are 10 years old and the information is not current.	
Educational Journals are rare and usually outdated.	

The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories with over 15 responses with representative comments

Categories	Frequency
Need more medical articles, journals and newspaper access.	
Again, more journals need to be carried in area such as cinema studies, psychology, and neuroscience.	
The periodicals are very good-not enough international publications- but very good indeed.	
More international publications-magazines.	
The Mcwherter Library does not have enough books and journals for nursing students. Most of the time we have to go to UT Library or Methodist School of Nursing Library for information.	
Share Nursing Periodicals within city - photocopy and distribute at circulation desk - Try something.	
Online databases-access off campus-hard / slow / confusing	**20**
Would like more info or accessing information from off campus location, i.e.. Make it easier.	
Hard to get access off campus.	
Difficult to access off campus.	
Confusing to access from outside.	
Off campus, it is frustrating that some of the areas are restricted.	
It's hard to get instructions for accessing library via Internet from home.	
Was not able to access electronic databases from my house.	
Good satisfaction rating when on campus, but off campus very poor.	
Online databases-good/useful/easy to access/great/easy to use	**35**
The online databases are great for researching journal articles.	
The computer/net access to the library is comprehensive and easy to use.	
Good web access but need to find a method to limit the search.	
Very good access, easy to access, plenty of computers, very good.	
I love the access. It gives the user more opportunities.	
No problem. Everything is at your finger tips.	
I think the technology available, especially the online databases, are great and very easy to use.	
Good web access to databases.	
Overall comments-very well managed/helpful/satisfied/good	**23**
The library is wonderful - huge and informative.	
Keep it like the way it is now!	
Clean and organized, well managed.	
Everything in McWherter is tip-top . A pleasure to use.	
They are pretty good in general.	
Overall the library is very well managed and helpful.	

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The University of Memphis Libraries Undergraduate Survey, Fall 1999

Categories with over 15 responses with representative comments

Categories	Frequency
The UM library has been nicely rewarded.	
I am very satisfied with the U of M libraries. I am concerned about my safety at night on this campus. Thanks for wanting to improve your libraries to accommodate your students!	
Main is a very good library.	
Overall, you do a good job and I appreciate it.	
Very pleased and impressed. Good Job!	
Parking-need closer parking/inconvenient/poor	**17**
I wish I could park closer at night time to the library and have a well lit path.	
Safety is a problem because of the walk to the library. The lots across Zach Curlin are very dark and lighting would help.	
Will we ever have parking close to the building? It's kind of scary at night!	
There needs to be a parking lot closer to the library for safety reasons, especially considering how unsafe this campus is becoming.	
We need parking space to use the library when we are not at school.	
Parking lot in the back across the street desperately needs lighting.	
No parking located near the library for safety at night. I feel uncomfortable being at the library after dark.	
Parking at night should be provided in the engineering lot.	
You have to walk too far at night from Zach Curlin	
Parking at night is a problem.	
Closer Parking. Don't like to walk across campus at night.	
Safety is my biggest concern (primarily parking).	
As you can see I don't use the library, maybe if there was parking area there.	
Referred to other libraries in town	**31**
I usually use the public library because I live a block away and I have heard how un-user-friendly the school library was.	
I usually go to public library near work.	
The library is very nice in appearance, but it has a lack of books/info. Oftentimes, I am directed to another public library.	
I commute to the University of Memphis, so I use other libraries off campus a lot.	
I used the Peabody Library - very friendly atmosphere.	
There is no one to help find any book I might want. I go to Shelby State, they have people to help.	
The Mcwherter Library does not have enough books and journals for nursing students. Most of the time we have to go to UT Library or Methodist School of Nursing Library for information.	
Many times I will have to travel to the Peabody library in order to get the books I need for research. However, I have not had problems finding the books on the shelves that are available.	

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Categories with over 15 responses with representative comments

Categories	Frequency
I live off campus and it is easier for me to go to a public library, because it takes less time.	
The facilities seem very nice, however, the Memphis public libraries seem less complicated and more accessible to me.	
I usually use the public library on McLean because I live closer to that one. I work during the day and use the library in the evenings and prefer to stay closer to home.	
The U of M library is not conveniently located. I like the easy access of the public library. I would only use U of M more if you have more information online.	
Resources-McWherter-good/adequate	**22**
Excellent sources.	
The breadth and volume of books and periodicals available is excellent. The Mississippi Valley Collection is extraordinary. One wonders why it isn't better promoted.	
I really like our main McWherter library. The library has everything I need.	
It's absolutely fantastic-great resources and easy to use.	
Again , I must say how terrific, the MS Valley collection is. The materials are fascinating and useful.	
It's a great library-many resources.	
I prefer using our library because of the wide selection of resources.	
Good resources.	
Resources-McWherter-need more/dated/need improvement	**29**
Need more assistance and information helpful to students.	
The Music Library has a lot of outdated information. The majority of the books are very old and most periodicals are too.	
The Ned McWherter Library should update materials.	
Very nice building, but need more content.	
Although there is a large collection, some resources are lacking.	
The Mcwherter Library does not have enough books and journals for nursing students. Most of the time we have to go to UT Library or Methodist School of Nursing Library for information.	
Limited resources on common topics and rare availability.	
Our collection seems lacking sometimes; Being the largest university in Memphis, we should be the one to borrow from.	
There need to be more recent materials.	
The library does not have most of material needed by nursing student to carry out their school work.	
The depth of material in some particular subjects is lacking. Can usually find one, but library doesn't have a diverse selection of authors.	
There are limitations to the availability of library resources, but it isn't the fault of the individual services.	
Services-good/excellent	**19**

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Categories with over 15 responses with representative comments

Categories	Frequency
Many collections and services are excellent -especially the inter library loan department which is always helpful. The reserve room is good.	
The services I have received from the librarians has been very helpful.	
I have always been very satisfied with the level of service I have received.	
The excellent service that I receive at the library is great and makes me want to keep coming back to the library.	
Very nice and useful. I have been very pleased with the services available.	
Convenient hours and services.	
McWherter - Big, confusing, overwhelming and freezing, but good services and materials!	
Periodical services are very good especially when using the database.	
McWherter - Big, confusing, overwhelming and freezing, but good services and materials!	
Staff helpful/friendly/good/excellent	**83**
The employees are very helpful, friendly and professional.	
The people are very helpful in helping students find exactly what they need.	
Very accessible, very competent help.	
I use the main library once or twice a month. The staff is very friendly and well organized.	
Always very professional. Help consistently friendly.	
I have found the staff to be extremely helpful.	
The people are helpful in assisting you with information if you kind of know what you are looking for.	
The main library was great. In addition, staff working there are so nice and willing to help students out, especially in reference and government publications.	
McWherter is very good library. I have no problems with the people who work there. The workers that I have encountered have had a nice attitude and disposition.	
On a scale 1-10, I rate them "10".	
Workers are very friendly and helpful - good quiet atmosphere.	
The people workers are helpful when trying to find things. They are patient.	
The librarians direct you to the information needed.	
Well organized and librarians have an adequate knowledge of usage.	
Everyone in the library is extremely helpful and happy. I commend that.	
Everyone that I have encountered at the library in these service areas has always been more than helpful.	
Nice people work in the areas and have no problem helping me in every situation.	
As a whole the staff seems very pleasant and available to assist.	
Knowledgeable and willing to help.	
The staff seems knowledgeable of what type of info I need and where to locate it.	
People are very helpful and are always available for questions.	
Sometimes things may be hard to find, but in my experience the staff of librarians are very good and helpful.	
It's great and the staff are wonderful.	
Staff not friendly/not polite/not helpful	**57**

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Categories with over 15 responses with representative comments

Categories	Frequency
The personnel were not very friendly.	
I have often encountered librarians who had no idea where a certain item was and weren't sure how to find it.	
Staff is unhelpful and always appears annoyed with student questions!	
Most are not friendly.	
Not helpful because they are not knowledgeable.	
Assistance depends on the person working the desk, most are very helpful and sometimes a student can get the impression that "you're bothering them."	
Many staff members seem down right rude on many occasions.	
Often times workers appear bothered and unavailable.	
Every time I have tried to get help from library staff, they have been rude and not helpful - this is one of the reasons I don't go to the library anymore.	
Staff is great, but they can be more helpful or friendly.	
Some of the staff gets upset when you ask a question when they are doing homework or surfing the Web.	
Some improvement in attitudes should take place.	
Very busy and do not understand that most of us do not know what to do.	
People not very helpful don't want to answer questions so they'll tell you one thing and send you to someone else that really doesn't want take the time to help you. So they'll tell you something different.	
I think that the staff needs to be more courteous. They are approachable and knowledgeable. They are just not polite and friendly.	
Staff-need more	**15**
Lack of staff to help.	
Not enough people to help you.	
We need more staff assisting and/or instruction handouts on procedures.	
There is the need for more staff.	
Total	**1183**

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